



Town Center Family Care, LLC
Stephen Keen, MD

21 Hospital Drive, Suite 290
Palm Coast, FL 32164

Phone (386) 437-7977
Fax (386) 437-7732

Dear Patient,

As a valued patient in my medical practice I am writing to inform you of some changes to my practice. Beginning April 10th, 2017 I will be joining Florida Health Care Plans' (FHCP) multi-specialty group practice. I will be relocating my practice to a new FHCP center, currently under construction and projected to be completed in mid-April.

Located at 145 City Center, Palm Coast, FL 32164
Phone (386) 302-0975
Fax (386) 302-0976

This building is approximately 1 mile from my current location in the same Town Center development. I feel this change will benefit myself and my patients.

I will continue to serve as your primary care physician however this change will affect my participation with some insurance companies. Please refer to the lists below to see if I will continue to participate in your health plan.

I **will** continue to participate with the following payers:

1. Florida Health Care Plans
2. Florida Blue and all Blue Cross & Blue Shield affiliates and supplement plans
3. Traditional Medicare (red white and blue card) and all Medicare supplement plans
4. Tricare
5. Volusia Health Network
6. AARP Medicare Plans – currently accepting some of these plans, as out of network or PPO level plans
7. Private pay patients

I **will not** be a participating provider with the following payers:

1. Cigna
2. Humana
3. Florida Hospital Care Advantage Plans – for individuals (Affordable Care Act enrollees) and employee plans (employees/dependents of Florida Hospital Flagler, Florida Hospital Memorial Medical Center)
4. Florida Hospital Medicare Advantage Plan members (this insurance is the Florida Hospital plan for Medicare beneficiaries administered by Health First).

For those of you with out of network benefits through your insurance, you can continue to see me at out of network rates but this may be at an increased cost to you. *Of course, any patient is welcome to see me as a private pay patient even if I am not a participating provider in your insurance.*

My associate, Dr. Donnette Williams has graciously offered to provide care for those patients whose insurance I will no longer be accepting if you elect to not see me as a private pay patient. If you have an appointment scheduled with me after April 9th, 2017 and this applies to you please contact our office at (386) 437-7977 to be rescheduled with Dr. Williams.

If you have questions about what health plans/insurance I will be participating with, please contact June Christiansen at FHCP (386) 615-5066.

If you have an appointment scheduled with me on April 10th, 2017 or later and you will be continuing with me as your physician, you can keep your scheduled appointment. We will just see you at our new location.

For those of you who are able to make a choice in who you select for your health coverage I strongly suggest you consider Florida Health Care Plans for your insurance. They have a long history in this community for providing affordable, quality care. If you are interested in learning more about FHCP, please call (386) 676-7110. Hearing impaired should call TRS Relay 711.

Enclosed you will find a Medical Records Release form so I can take your medical records to my new office; please fill it out completely and return it in the pre-paid envelope that is also enclosed.

Thank you for choosing me as your physician and we will work hard to ensure this transition goes as smoothly as possible and we minimize any inconvenience you may experience.

Sincerely,

Stephen Keen, MD