



October 31, 2023

**Piedmont Not Participating in 2024 Individual/Family On- or Off-Exchange Plans**

Please know that Piedmont Community Healthcare HMO, Inc. (the Company) will not continue to offer its individual/family ACA on- and off-Exchange health insurance plans for Plan Year 2024.

We know this will come as a surprise, particularly since individual/family ACA on- and off-Exchange health plan enrollment for 2024 is almost underway. After an in-depth review, we have determined that the undue financial risk to the Company of providing the coverage our members deserve necessitated our withdrawal from these insurance products for 2024.

The Company will continue coverage for existing members of our individual/family ACA plans, through the rest of this calendar year (that is, through December 31, 2023), pursuant to the health insurance plan in which members are currently enrolled.

Members of our on-Exchange health plans will separately receive information concerning auto-enrollment and next steps for open enrollment directly from Virginia's Insurance Marketplace. The Marketplace will facilitate the opportunity for members to enroll in the health insurance plans of another health insurance carrier. Please direct questions concerning 2024 enrollment to the Exchange's website and customer service phone line, as follows:

**<https://www.marketplace.virginia.gov/>**

**888-687-1501**

Members of our off-Exchange health plans will receive notice in the mail regarding our withdrawal from the individual market and information concerning your need to enroll in a new plan with another health insurance carrier.

If you have questions concerning your existing 2023 coverage with Piedmont, please call Piedmont's Customer Service at 434-947-4463 (TTY: 711) or toll free at 1-800-400-7247, Monday through Friday from 8:30 A.M. to 5:00 P.M. local time.

If you need information in another language, please call our language line at 1-800-400-7247.

Thank you for your patronage.

Piedmont Community Healthcare HMO, Inc.