



Sept. 28, 2026

Dear Clinician,

Cook Children's will no longer be in Wellpoint's network beginning Nov. 10, 2026. As a result, Cook Children's Medical Centers in Fort Worth and Prosper; Fort Worth, Hurst and Prosper Surgery Centers; Cook Children's Physician Network and Cook Children's Home Health agreements with Wellpoint will end on **Nov. 10, 2026**.

We understand that changes like this can create uncertainty for families, and our goal is to help make the transition as smooth as possible, especially for those who wish to continue receiving care from Cook Children's providers and services.

We recognize that many families value their relationship with Cook Children's and may wish to continue receiving care from their current providers. For those families, there are options available that may allow them to remain in network with Cook Children's. Our team is committed to helping families understand these options and make the transition as seamless as possible.

For specialty physician referrals, Cook Children's will work with patients and their families to explore and identify available options and help facilitate access to the care they need.

Under Texas Medicaid and CHIP requirements, Wellpoint members have several **options**:

1. Explore other health plan options

Depending on whether the patient is enrolled in Medicaid or CHIP and their individual circumstances, they may be eligible to change to another health plan that includes Cook Children's providers in its network. Additional resources will be available through a dedicated page on cookchildrens.org to help patients understand their options. To request a change, patients can visit yourtexasbenefits.com or call 1-800-964-2777.

2. Remain with Wellpoint and choose another participating provider

Patients may stay enrolled with Wellpoint and select another in-network physician or provider. Wellpoint can provide assistance and a list of participating providers. Patients can contact Wellpoint Member Services at **1-877-782-6440**.

Patients who choose this option will no longer be able to receive services at Cook Children's after **Nov. 10, 2026**, unless otherwise authorized.

3. Request continuity of care for ongoing treatment

If a patient has an acute condition, disability, life-threatening illness, or other qualifying circumstance and wishes to continue treatment with you, you may request continuity-of-care approval from Wellpoint under Texas Medicaid requirements.

If approved, the services covered may continue for:

- Up to **90 days** following the termination date, or
- Up to **9 months** for patients with a terminal illness.

Patient care after termination

Cook Children's will continue to provide **emergency services** to all patients.

For patients receiving ongoing treatment or services, Cook Children's may continue providing care after the applicable termination date when authorized by Wellpoint or otherwise permitted under continuity-of-care requirements.

Unless prior authorization or other required approval has been obtained from Wellpoint, Cook Children's generally will not provide non-emergency radiology, laboratory, diagnostic imaging, inpatient, outpatient or home health services to Wellpoint members after the applicable termination date. However, the Cook Children's team is committed to helping families understand their options and will work with them, when possible, to access the care they need.

Sincerely,

Cook Children's Health Care System