



Important Patient Care Update

We will be out-of-network with all Advocate Physician Partner network plans in Illinois, effective December 11, 2025.

At AllerVie Health, our mission is to provide life-changing allergy and immunology care with compassion and excellence. We're reaching out to share an important update about a change in our relationship with Advocate Physician Network that may affect how your visits are covered by your insurance.

Effective December 11, 2025, our practice will no longer participate as an in-network provider with Advocate Physician Network affiliated plans in Illinois.

As you may know, Dr. Asya Segalene has been transitioning into retirement over the last several months. Starting in December, **Dr. Emily Robbins will become our full-time allergist**, providing care to you alongside Dr. Ayesha Siddiqi. This transition will allow Dr. Segalene to continue practicing with us on a limited, as-needed basis to ensure we always have an available provider to serve you.

What This Means for You:

- **Through December 10, 2025:** Your visits with us are expected to be processed as in-network under your current benefits, subject to your plan's usual copays, deductibles, and coinsurance.
 - You'll need to **schedule follow-up appointments and coordinate care needs** (testing, medication refills, etc.) before December 11 while we are still in-network with your plan.
- **On & After December 11, 2025:** Our practice will be considered out-of-network for plans under Advocate Health System.
 - Your out-of-pocket costs for visits and procedures may increase.
 - Some services may not be covered at all, depending on your specific plan.
- Each insurance policy is different. We strongly encourage you to **contact your health plan** using the member services phone number listed on your insurance card to understand how this change may impact you.

Options for Continuing Care:

- **Continue your care with AllerVie Health as an out-of-network patient after December 10.**
 - You may choose to **stay with AllerVie Health** on/after December 11 by using your **out-of-network benefits** (if offered by your plan). Your insurer can explain what those benefits and costs would be.
- **Transfer your care to an in-network provider after December 10.**
 - You have the right to see any provider of your choice, and we're here to assist you as best we can during this time. If you prefer to remain in-network with your insurance, you can contact your insurance plan and request a list of in-network allergy/asthma providers in your area.

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- **To request a transfer of your records** to the physician of your choice, to you personally, or to your legally authorized representative, please [download this medical records release](#) and fax your completed request to our office at 630.852.4688 (Downers Grove) or 630.428.9764 (Naperville).
 - Our typical turnaround time for records requests is usually around 72 business hours; however, due to the anticipated high volume of requests, completion times may vary. We appreciate your patience as we work to process all requests as quickly as possible.
 - After December 10, your medical records will be maintained by Allervie Health at the current clinic location and retained in accordance with record retention requirements under state law. There may be a nominal fee charged for the transfer of records (as applicable by state law).

We're Here to Help as Best We Can:

We understand that insurance and network changes can be stressful and confusing. Our team is here to help answer questions about:

- Your upcoming appointments
- Coordinating care needs through 12/10 (prescription refills, etc.)
- Medical record transfers
- How to talk with your plan about coverage

Please reach out to us at **630.987.4797 (Downers Grove)** or **630.852.4050 (Naperville)** if you have any questions. We'll do our best to assist you and help you navigate this transition.

Thank you for allowing us to be part of your allergy and asthma care journey. It has been our privilege to serve you, and we remain committed to supporting your health during and after this transition.

Sincerely,

Dr. Asya Segalene & Allervie Health

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