

November 1, 2018

«FNAME» «LNAME»
«ADDRESS1»
«CITY», «ST» «ZIP»

Dear Anthem Blue Cross Member:

This letter is to inform you that **Enloe Medical Center** is no longer a participating provider in the Anthem Blue Cross network, **effective November 1, 2018.**

Anthem Blue Cross physicians who admit to Enloe Medical Center have been notified of this development and will arrange for admission of Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company members to alternate hospital(s) (please refer to partial list below). **Note, the alternate hospital(s) may not be participating in all Anthem networks. Please verify with both your provider and the Anthem Blue Cross website at anthem.com/ca that the alternate facility is participating in your benefit plan's network.**

- Feather River Hospital

If you are pregnant, currently undergoing a course of treatment, or if you have a current authorization for health care services, you may be eligible for transition assistance to ensure continuity of care. Please call our toll-free telephone number on your identification card. An Anthem Blue Cross Customer Service representative will be happy to assist you. *Note: HMO members wishing to request continuity of care/completion of covered services should contact their participating medical group.*

If you have been receiving care from a health care provider, you may have a right to keep your provider for a designated time period. Please contact the Anthem Blue Cross customer service department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects HMO/PPO consumers, by telephone at its toll-free number, 1-888-HMO-2219, or at a TDD number for the deaf or hard of hearing at 1-877-688-9891, or online at www.hmohelp.ca.gov.

If you are enrolled in a point-of-service (POS) plan or preferred provider organization (PPO) and continue to access Enloe Medical Center after the expiration date, you may have significantly higher out-of-pocket costs. Your Evidence of Coverage outlines your coverage for seeking care from a provider who is not part of our network. Also, Customer Service can provide this information.

The California Department of Managed Health Care ("DMHC") requested that Anthem Blue Cross inform you after the contract termination date:

Anthem will allow its contracted providers and provider groups to continue referring services to Enloe Medical Center, and continue to allow all enrollees with a benefit plan regulated by the DMHC to receive at Enloe Medical Center at in network benefit levels for:

- any medically necessary services available at Enloe Medical Center, but not available or cannot be scheduled, in a timely manner consistent with good professional practice, at an Alternate Hospital or other in-network contracted hospital facility within a reasonable geographic distance, including, but not limited to, **acute psychiatric and hemodialysis services**, or
- any medically necessary services available at the Enloe Medical Center, where an in-network provider holds admitting privileges at the Terminating Hospital and is unable to admit enrollees to an Alternate Hospital or other in-network contracted hospital facility within a reasonable geographic distance, in a timely manner consistent with good professional practice, or
- any medical necessary services available at the Enloe Medical Center, when due to insufficient capacity, an enrollee may not be admitted to an Alternate Hospital or other in-network contracted hospital facility within a reasonable geographic distance, in a timely manner consistent with good professional practice.

Emergency medical services do not require pre-authorization regardless of where services are delivered. Members may go to any hospital for **emergency services**, including Enloe Medical Center. This coverage will be provided according to your policy benefits.



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Your enrollment in your Anthem Blue Cross or Anthem Blue Cross Life and Health Insurance Company plan remains the same and is not otherwise affected in any way. If you receive a bill from Enloe Medical Center that exceeds the amount indicated as the member responsibility on the Explanation of Benefits you receive from Anthem Blue Cross/Anthem Blue Cross Life and Health Insurance Company for services rendered after October 31, 2018, please contact Anthem Blue Cross at the toll free number on your ID card, so that it may be handled appropriately.

Your health care needs are very important to us, and we are committed to providing you with exceptional service. Please be assured that your health care coverage will not be interrupted and that this hospital's termination will not result in a change to your covered benefits.

Sincerely,
Anthem Blue Cross