

November 1, 2018

«FirstName» «LastName», «Title»
«Address»
«City», «St» «Zip»

RE: Enloe Medical Center / Notification of Contract Termination

Dear Dr. «LastName»:

Anthem Blue Cross and **Enloe Medical Center** have been engaged in discussions to renegotiate the terms of their *Contracting Hospital Agreement* (Agreement). Regrettably, Anthem Blue Cross and Enloe Medical Center were unable to reach agreement and the **contract terminated effective November 1, 2018**. From that date forward, Anthem Blue Cross generally will no longer authorize or approve scheduled or elective admissions to Enloe Medical Center for Anthem Blue Cross or Anthem Blue Cross Life and Health Insurance Company members.

Before receiving services at Enloe Medical Center, Anthem Blue Cross members should be advised by hospital personnel that the Agreement terminated on November 1, 2018. The contract termination will affect the out-of-pocket obligations of Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company Prudent Buyer (PPO) and Point of Service (POS) members using their PPO benefits who receive care at Enloe Medical Center. Members who have Medicare Part C are affected, however, those with a Medicare supplemental policy for Part A and Part B (Medigap), are not affected by this contract termination.

What Enloe Medical Center's Termination Means for Anthem Contracted Providers:

1. Admitting Privileges at Alternate Anthem Blue Cross Participating Facilities

As you know, the *Prudent Buyer Plan Participating Physician Agreement* requires that members be admitted to an Anthem Blue Cross participating facility to ensure they receive the maximum possible benefits from their plan. Consequently, it is necessary for participating physicians who admit patients to Enloe Medical Center to have medical staff privileges or make alternate admitting arrangements at Anthem Blue Cross participating hospitals. The following is a partial list of alternate participating general acute care hospital(s) in the Enloe Medical Center service area:

- Feather River Hospital, 5974 Pentz Road, Paradise, CA 95969

Note, the alternate hospital(s) may not be participating in all Anthem networks. Anthem members have been advised to verify with both their provider and the Anthem Blue Cross website at www.anthem.com/ca that the alternate facility is participating in their benefit plan's network. For a complete listing of alternate contracted facilities, including general acute care hospitals, ambulatory surgery centers, laboratories and radiology centers, and dialysis centers, to which Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company members may be directed, please reference our website noted above. If you have questions or need additional information, please send an e-mail to CAcontractsupport@anthem.com.

2. Continuity of Care/Completion of Covered Services for Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company Members

California law provides for completion of covered services/continuity of care for certain medical conditions following a provider's contract termination if, among other things, the provider and the plan agree on a rate of payment. The current contract between Anthem Blue Cross and Enloe Medical Center has provisions that cover members for continuity of care/completion of covered services after the contract terminates. If a member began a course of treatment at Enloe Medical Center before the contract termination date for one of the following conditions, the member or his or her physician can request continuity of care by calling the Anthem Blue Cross Customer Service Department:

- Members in an active course of treatment for an acute medical or behavioral health condition
- Members in an active course of treatment for a serious chronic condition
- Members who are pregnant, regardless of trimester

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- Members with a terminal illness
- Members who are newborn children between the ages of birth and 36 months
- Members with a surgery or other procedure that was authorized by Anthem or a delegated provider (HMO medical group) prior to the termination date and scheduled to occur within 180 days after the termination date.

Eligibility for continuity of care depends on factors outlined in the member's Evidence of Coverage. Continuity of care/completion of covered-services will be considered by the Anthem Blue Cross Transition Assistance Department on a case by case basis. When a case is approved, the claim is processed at in-network benefit levels.

The California Department of Managed Health Care ("DMHC") requested that Anthem Blue Cross inform you that patients with a benefit plan regulated by the DMHC can continue to be referred to Enloe Medical Center after the November 1, 2018 contract termination date:

- a. for any medically necessary services available at the 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
- b. for any medically necessary services available at the Enloe Medical Center, where an in-network provider holds admitting privileges at the Enloe Medical Center 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
- c. for 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 Admissions

Emergency medical services do not require pre-authorization regardless of where services are delivered. Enloe Medical Center must still provide services for Anthem Blue Cross members requiring emergency health services. This coverage will be provided according to our members' policy benefits.

Please call, or direct your Anthem Blue Cross patients to call the toll-free Customer Service number shown on their Anthem Blue Cross identification card with questions about care at Enloe Medical Center following the termination. The Anthem Blue Cross Customer Service staff is available to help our members with concerns about their ongoing care.

Thank you for your continued support during this transition.

Sincerely,



Jacob Asher, MD
Vice President and Chief Medical Officer