



P.O. Box 9074
Oxnard, CA 93031-9074

[date]

Agent Name
Address
City, State Zip

Dear Agent:

Anthem Blue Cross has been engaged in discussions to renegotiate the terms of its Commercial Hospital Agreement with **NorthBay Healthcare, which includes NorthBay Medical Center and NorthBay VacaValley Hospital**. Regrettably, Anthem Blue Cross and NorthBay Healthcare were unable to reach agreement and the **contract terminated effective May 1, 2019**. From that date forward, Anthem Blue Cross will generally no longer authorize or approve scheduled or elective admissions to NorthBay Healthcare for Anthem Blue Cross or Anthem Blue Cross Life and Health Insurance Company members.

Anthem Blue Cross notified physicians who admit to NorthBay Healthcare of this development so that they can arrange for admission of all Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company members to alternate facilities. The following is a *partial* list of alternate participating hospitals in the NorthBay Healthcare service area:

- Queen of the Valley Medical Center
- Sutter Davis Hospital

Note, the alternate hospitals 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 list of all Anthem Blue Cross contracted providers, please reference our website noted above.

Please be aware that there are limited benefits for Anthem Small Group and Individual PPO members who receive care at NorthBay Healthcare on or after the above listed termination date, except for medical emergencies. Members who are pregnant, currently undergoing a course of treatment, have a current authorization for health care services or are otherwise concerned about disruption of treatment, should be directed to call an Anthem Blue Cross Customer Service Representative using the toll-free telephone number located on their identification card.

If you have any questions concerning this matter, please contact Agent Support at (800) 678-4466, your Regional Sales Manager, or you may e-mail us at agent.support@wellpoint.com.

Sincerely,

J. Brian Ternan
President, Commercial Business
Anthem Blue Cross of California