



P.O. Box 70000
Van Nuys, CA 91470

[date]

Employer Group Name
Attn: Contact Name
Address
City, State Zip

Dear Client:

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**.

Please note that from May 1, 2019 forward, depending on your enrolled employees' type of health care plan coverage, Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company members who receive care at NorthBay Healthcare on or after the termination date may be subject to greater financial liability or Anthem Blue Cross may not authorize or approve scheduled or elective admissions. Of course, Anthem Blue Cross will continue to provide coverage for emergency services provided at any hospital, including NorthBay Healthcare, to all 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.

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 your Anthem Blue Cross Account Manager.

Sincerely,

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