



P.O. Box 70000
Van Nuys, CA 91470

[date]

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

RE: NorthBay Healthcare / Notification of Contract Termination

Dear Dr. «LastName»:

This letter is to inform you that Anthem Blue Cross will not renew its *Commercial Hospital Agreement* with **NorthBay Medical Center and NorthBay VacaValley Hospital (collectively “NorthBay Healthcare”)**. It is Anthem Blue Cross’s intent to reach reasonable contractual language and reimbursement rates that are beneficial to both organizations. Unfortunately, Anthem Blue Cross and NorthBay Healthcare were unable to reach agreement and our hospital contract with NorthBay Healthcare **terminated effective May 1, 2019**. From that date forward, Anthem Blue Cross generally will 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.

Before receiving services at NorthBay Healthcare, Anthem Blue Cross members should be advised by hospital personnel that the Agreement terminated on May 1, 2019. 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 NorthBay Healthcare. Members with a Medicare supplemental policy for Part A and Part B (Medigap), are not affected by this contract termination.

What NorthBay Healthcare’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 NorthBay Healthcare 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 hospitals in the NorthBay Healthcare service area:

- Queen of the Valley Medical Center, 1000 Trancas Street, Napa, CA 94558
- Sutter Davis Hospital, 2000 Sutter Place, Davis, CA 95616

Note, the alternate facilities 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



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payment. The current contract between Anthem Blue Cross and NorthBay Healthcare 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 NorthBay Healthcare 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
- 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.

Emergency Admissions

Emergency medical services do not require pre-authorization regardless of where services are delivered. NorthBay Healthcare 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 NorthBay Healthcare 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,

John Yao, MD, MPH, MBA, MPP, CPC, FACP
Chief Medical Officer | RVP