



P.O. Box 70000
Van Nuys, CA 91470

February 7, 2020

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

Dear Anthem Blue Cross Member:

Our records indicate that you are currently assigned to **Riverside Physician Network**. This letter is to inform you that Riverside Physician Network's CaliforniaCare agreement with Anthem Blue Cross **will terminate effective March 31, 2020**. As a result of this termination, **you will be reassigned to PrimeCare Medical Group of Riverside (henceforth "PrimeCare of Riverside")**.

There is nothing you need to do. We understand the importance of maintaining the patient/doctor relationship. Every effort will be made to keep you assigned with your current primary care physician through his or her affiliation with PrimeCare of Riverside.

A new Anthem Blue Cross identification (ID) card will be mailed to you no later than five days before the March 31, 2020 effective date. We encourage you to contact PrimeCare of Riverside once you receive your new ID card to familiarize yourself with the new medical group, as the specialists and hospitals used by PrimeCare of Riverside may be different from those offered by Riverside Physician Network. You will also be able to use the *Find a Doctor* Internet feature available on anthem.com/ca to see the physicians available to you.

What if I want to select a different doctor or medical group?

Once you receive your new ID card, if you wish to choose another Anthem Blue Cross primary care physician within your area, you can use the *Find a Doctor* feature available at anthem.com/ca, or contact us using the toll-free number on your current ID card.

What if I am currently receiving care from Riverside Physician Network?

We realize that if you are in a course of treatment, it's important to not interrupt that care. If you wish to request continuity of care, please contact PrimeCare of Riverside if you:

- Are pregnant
- Have a maternal mental health condition diagnosed by your treating health care provider
- Have a serious chronic condition
- Have a newborn child up to 36 months old who is receiving care
- Have an authorization for surgery or other procedure
- Have a terminal illness
- Have an acute condition

You can request completion of care or ask for further explanation of your rights to continued care. An Anthem Blue Cross Customer Service representative can assist you. Eligibility for continuity of care depends on factors outlined in your Evidence of Coverage and the Anthem Blue Cross Continuity of Care Policy. You can access and print Continuity of Care Policy online by visiting our website, www.anthem.com/ca. Begin by clicking on the *Individual & Family* tab. Under the Support Column, select 'FAQS' to arrive at the State FAQs. Next select the box entitled 'Benefits & Claims' to arrive at a listing of questions. Click on the plus (+) sign next to the question, "How do I request transition/continuity of care?" to obtain the response along with a link to the "Continuity of Care, Transition of Care Policy". Click on the link to access the policy.



P.O. Box 70000
Van Nuys, CA 91470

February 7, 2020

Who do I contact if I have more questions or concerns?

Anthem Blue Cross is required by law to provide you with the following information:

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 your health plan's customer service department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects consumers, by telephone at its toll-free number, 1-888-466-2219, or at a TDD number for the deaf or hard of hearing at 1-877-688-9891, or online at www.dmhc.ca.gov.

Are my health care benefits changing?

No, your enrollment in your Anthem Blue Cross plan remains the same and is not otherwise affected in any way. As always, if you receive a bill for covered services other than co-payments, co-insurance, or deductibles, please call Anthem Blue Cross Customer Service at the telephone number on your ID card so that it can be reviewed by our staff.

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 change will not result in a change to your covered benefits.

Si usted necesita asistencia en español, por favor llame al Departamento de Servicio al Cliente de Anthem Blue Cross al número de teléfono gratis en su tarjeta de identificación.

Sincerely,

Anthem Blue Cross