

Anthem 
Riverside Physician Network (ONY)
Frequently Asked Questions
Dated: February 7, 2020
INTERNAL / EXTERNAL

Overview

Riverside Physician Network's **CaliforniaCare HMO agreement** with Anthem Blue Cross **will terminate**. As a result, they will no longer be part of the Anthem Blue Cross HMO Network beginning **March 31, 2020**. Members currently enrolled with Riverside Physician Network will be transferred to alternate participating medical groups.

How Members are Affected

1. What does the termination of Riverside Physician Network mean for members assigned to the medical group?

Anthem Blue Cross will transition members from Riverside Physician Network to PrimeCare Medical Group of Riverside (henceforth "PrimeCare of Riverside") and other receiving medical groups **effective March 31, 2020**. Please note that the hospitals to which members may be admitted will vary according to the admitting privileges maintained by each physician. The hospitals primarily used by Riverside Physician Network's doctors may be different than those used by PrimeCare of Riverside or the other receiving medical groups.

2. What about members who need emergency medical care from a hospital that is not affiliated with PrimeCare of Riverside?

Emergency medical services do not require pre-authorization, regardless of where they are delivered. Hospitals must still provide services for members requiring emergency care. Coverage will be provided according to the member's policy benefits.

3. Were members informed that they will be transferred to PrimeCare of Riverside?

Letters were mailed in advance of the March 31, 2020 termination date to members who are affected by this change. The letters were mailed on February 7, 2020. Additionally, letters were sent to related Large Group clients and brokers as well as to ISG clients and agents informing them of the termination.

4. Will affected members receive a new membership ID card?

Yes, members affected by this contract termination will be sent a new ID card no later than five days before the March 31, 2020 termination effective date.

5. What if a member does not want to transfer to PrimeCare of Riverside or another medical group to which they have been reassigned and instead would prefer to self-select a new PCP and medical group?

If a member wishes to choose another Anthem Blue Cross primary care physician and/or medical group (when available) within their service area, members can use the *Find a Doctor* feature available on **www.anthem.com/ca**. Members who need assistance in selecting a different PCP and/or medical group are encouraged to call the Anthem Blue Cross Customer Service department using the toll-free telephone number listed on their ID card.

6. What Anthem Blue Cross products are affected by this termination?

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This termination affects Anthem Blue Cross members enrolled in Commercial HMO and POS plans and assigned to Riverside Physician Network.

Alternate Medical Groups

7. Do PrimeCare of Riverside and the other receiving medical groups have capacity to accept Anthem's enrollees from Riverside Physician Network?

Anthem Blue Cross carefully considers physician panels and whether each provider has available capacity to accept additional patients. Both PrimeCare of Riverside and the other receiving medical groups are willing and capable of serving the health care needs of the Anthem Blue Cross enrollees being transitioned from Riverside Physician Network.

8. Will Anthem Blue Cross provide Continuity of Care / Transition Assistance services to members?

Members transitioning to PrimeCare of Riverside and wishing to request continuity of care should call PrimeCare of Riverside. All other members should call the number on their current identification card for assistance from an Anthem Blue Cross Customer Service representative. If an Anthem Blue Cross plan member began a course of treatment with Riverside Physician Network before the contract termination date for one of the following conditions, he or she may be eligible to receive continuity of care:

- The member is in an active course of treatment for an acute medical condition, behavioral health condition, or serious chronic condition.
- The member is pregnant, regardless of trimester.
- The member has a maternal mental health condition diagnosed by their treating health care provider
- The member has a terminal illness.
- The member is a child between the ages of birth and 36 months.
- The member has a surgery or other procedure that was authorized before March 31, 2020 and is scheduled within 180 days after the closure date.

When a case is approved for continuity of care by PrimeCare of Riverside or the other receiving medical groups, the claim is processed at in-network benefit levels. Once a member is determined to be eligible for continuity of care, the member is only financially responsible for applicable deductibles, coinsurance and/or co-payments.

However, should an Anthem Blue Cross member have a listed qualifying condition that is not approved because the member was not in a course of treatment prior to the closure date, then continuity of care will not be provided. In this situation, the provider will be considered out-of-network and the member, if he or she chooses to receive care from the provider, may incur significant out-of-pocket expense, depending on their benefit structure.