



P.O. Box 70000  
Van Nuys, CA 91470

July 5, 2019

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

Dear Anthem Blue Cross Member:

Our records indicate that you are currently assigned to San Benito Medical Associates. This letter is to inform you that **Anthem Blue Cross will not renew its CaliforniaCare Agreement with San Benito Medical Associates**. As a result, San Benito Medical Associates will no longer be part of the Anthem Blue Cross commercial HMO Network beginning **September 4, 2019**.

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 if he or she practices with another Anthem Blue Cross participating medical group.

A new Anthem Blue Cross identification (ID) card will be mailed to you no later than five days before the September 4, 2019 effective date. We encourage you to contact your new medical group once you receive your new ID card and familiarize yourself with the medical group. For example, the specialists and hospitals used by the new medical group may be different from those offered by San Benito Medical Associates. 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?**

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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 San Benito Medical Associates?**

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We realize that if you are in a course of treatment it's important to not interrupt that care. Please contact us using the toll-free number on your current ID card if you:

- Are pregnant
- Currently receiving ongoing medical care
- Have a newborn child up to 36 months old who is receiving care
- Have a current authorization for health care services
- Otherwise concerned that this change will disrupt your care

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](http://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.



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**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 the Anthem Blue Cross customer service department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects HMO consumers, by telephone at its toll-free number, 1-888-HMO-2219, or at a TDD number for the deaf or hard of hearing at 1-877-688-9891, or online at: [www.hmohelp.ca.gov](http://www.hmohelp.ca.gov).

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**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.

If you are enrolled in a point-of-service (POS) plan and continue to access San Benito Medical Associates after the termination date, you may have significantly higher out-of-pocket costs. Your Evidence of Coverage outlines your coverage for seeking care from a provider who is not part of our network. Also, Customer Service can provide this information.

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