



P.O. Box 70000  
Van Nuys, CA 91470

June 25, 2019

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

Dear Anthem Blue Cross Member:

On May 1, 2019, we informed you that the Verity's affiliated medical groups would discontinue all services on July 1, 2019 and that you would be reassigned to a new medical group and/or primary care physician.

This letter is to inform you that your currently assigned medical group, **All Care Medical Group, will remain in Anthem's Network.** The good news is that you will be able to maintain your relationship with All Care Medical Group and your primary care physician. There will be no change or disruption of services.

A new Anthem Blue Cross identification (ID) card, reflecting your assignment to All Care Medical Group will be mailed to you. Please continue to use your current ID card until you receive your new one.

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**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](http://anthem.com/ca), or contact us using the toll-free number on your current ID card.

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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 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. 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