



P.O. Box 70000
Van Nuys, CA 91470

July 20, 2021

Dear Member:

This letter is to inform you that **Dignity Health's** agreement with Anthem Blue Cross has **terminated effective July 15, 2021**. As a result, Dignity Health will no longer be part of the Anthem Blue Cross Commercial Network. Dignity Health includes the following hospitals:

- Bakersfield Memorial Hospital
- California Hospital Medical Center
- Community Hospital of San Bernardino
- Dominican Santa Cruz Hospital
- French Hospital Medical Center
- Glendale Memorial Hospital & HC
- Marian Regional Medical Center
- Marian Regional MC Arroyo Grande
- Mark Twain St Joseph's Hospital
- Mercy General Hospital
- Mercy Healthcare Bakersfield
- Mercy Hospital of Folsom
- Mercy Medical Center - Merced
- Mercy Medical Center – Mt Shasta
- Mercy Medical Center – Redding
- Mercy San Juan Hospital
- Methodist Hospital of Sacramento
- Northridge Hospital Medical Center
- Sequoia Health Services
- Sierra Nevada Memorial Miners Hospital
- St Mary Medical Center Long Beach
- St Mary's Medical Center
- St. Bernardine Medical Center
- St. Elizabeth Community Hospital
- St. Francis Memorial Hospital
- St. John's Regional Medical Center
- St. Johns Pleasant Valley Hospital
- St. Joseph's Medical Center of Stockton
- Woodland Memorial Hospital

Anthem Blue Cross physicians who admit to Dignity Health have been notified of this development and will arrange for admission of Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company members to alternate facilities. For a complete listing of alternate contracted facilities, please reference our website at www.anthem.com/ca. **Please verify with both your provider and the Anthem Blue Cross' website above that the alternate facility is participating in your benefit plan's network.**

Please call our toll-free customer service number 1-844-971-0117 or the toll-free member services telephone number on your identification card if you need further explanation of your rights to continued care, to request completion of care, or 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

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 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 column Support, select 'Member Needs' and scroll down to the Support Sections and choose 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. You can also access and print the Continuity of Care Policy at anthem.com/docs/public/inline/pw_e234999_ca_jr.pdf.

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 at the toll-free customer service number, 1-844-971-0117, or the toll-free member services telephone number on your identification card, and if you have further questions, you are encouraged to contact the California Department of Insurance, by telephone at its toll-free number, 1-800-927-4357 or a TTY number for the hearing and speech impaired at 1-800-482-4833, or online at www.insurance.ca.gov.

Emergency medical services do not require pre-authorization regardless of where services are delivered. Members may go to any hospital for emergency services, including Dignity Health. This coverage will be provided according to your policy benefits.

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company are independent licensees of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.



P.O. Box 70000
Van Nuys, CA 91470

July 20, 2021

Your enrollment in your Anthem Blue Cross or Anthem Blue Cross Life and Health Insurance Company plan remains the same and is not otherwise affected in any way. If you receive a bill from Dignity Health that exceeds the amount indicated as the member responsibility on the Explanation of Benefits you receive from Anthem Blue Cross/Anthem Blue Cross Life and Health Insurance Company for services rendered after [one day prior to effective date], please contact Anthem Blue Cross at the toll-free customer service number, 1-844-971-0117, or the toll-free member services number on your ID card, so that it may be handled appropriately.

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 hospital's termination will not result in a change to your covered benefits.

Sincerely,

Anthem Blue Cross