



October 2025

Dear patient,

We are writing today with an important update about your access to care at Mount Sinai through your Anthem Blue Cross Blue Shield (Anthem) Medicaid insurance plan.

We are currently working with Anthem (formerly known as Empire) to renew our contract, which expires on Wednesday, December 31, and we are doing everything we can to reach a new agreement before then.

If our contract expires before an agreement is reached:

- **Mount Sinai's physicians will no longer be in Anthem's Medicaid network beginning Thursday, January 1.**
- **Mount Sinai's hospitals and facilities will no longer be in Anthem's Medicaid network beginning Saturday, March 1.**

What You Can Do

Please know that nothing changes today. You can continue receiving care at Mount Sinai the way you always have through Wednesday, December 31.

We encourage you to call Anthem at the phone number on the back of your insurance card and let them know you want to keep your in-network access to Mount Sinai providers and services.

Stay Informed

Visit our website at [KeepMountSinai.org](https://www.KeepMountSinai.org) to stay up to date and view answers to frequently asked questions. If you have additional questions or need assistance, you may call our community information line at **833-912-5604**.

You may be aware that due to changes in federal laws and regulations, there may be significant changes in eligibility for New York State Medicaid plans. Please be assured that Mount Sinai's discussions with Anthem are not related to these changes. However, we strongly encourage you to contact the NYS Medicaid Helpline at **(800) 541-2831** for general information about federally directed Medicaid changes, as your eligibility for Medicaid coverage in general may change.

We value your choice to receive care at Mount Sinai and hope to remain your trusted health care provider in 2026 and beyond.