



December 2, 2025

Dear Parent or Guardian,

We are writing with an update about your dependent's access to care at Mount Sinai Health System through their Anthem Blue Cross Blue Shield (Anthem) Child Health Plus Medicaid insurance plan.

We are currently working with Anthem (formerly known as Empire) to renew our contract, which expires on Wednesday, December 31.

Our goal is to reach an agreement before our contract expires, but if we are not able to do that, **Mount Sinai's physicians will no longer be in Anthem's Child Health Plus Medicaid network beginning Thursday, January 1, and Mount Sinai's hospitals will no longer be in Anthem's Child Health Plus Medicaid network beginning Sunday, March 1.**

**Please note that this change does not apply to Mount Sinai transplant services.**

All transplant-related care will remain in network for Anthem patients. Any services not related to transplant care will be considered out of network on Thursday, January 1.

### **Continuity of Care**

If your dependent is currently receiving care from certain Mount Sinai-affiliated specialty providers or using specific specialty services, Anthem may continue to cover their care at in-network rates for a period of time through continuity-of-care benefits.

Determinations regarding eligibility and approval for continuity of care are ultimately up to Anthem. Unfortunately, Mount Sinai physician practices do not have access to or influence over these determinations and cannot provide additional information about individual cases.

If you believe your dependent may be eligible for continuity of care, please contact Anthem directly at the number on the back of their insurance card.

### **What You Can Do**

We encourage you to call Anthem at the phone number on the back of your dependent's insurance card and let them know you want to keep your dependent's 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 dependent's eligibility for Medicaid coverage in general may change.



We know how important it is for your dependent to be able to access the health care they trust, and there's nothing more important to us than their care. We will continue working toward a solution and will keep you informed if anything changes.