



December 2, 2025

Dear Patient,

We are writing today with an update about Mount Sinai Health System's conversations with your insurance provider, Anthem Blue Cross Blue Shield (formerly known as Empire).

We are currently working with Anthem 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 physicians will no longer be in Anthem's network beginning **Thursday, January 1, and Mount Sinai's hospitals and facilities will no longer be in Anthem's network beginning Sunday, March 1**. This change could impact all Blue Cross Blue Shield plans, including all out-of-state plans. For information about your specific plan, please visit [KeepMountSinai.org](https://www.KeepMountSinai.org).

Please know that nothing changes today, and we will keep you updated while we continue our work to reach an agreement with Anthem. In the meantime, **please keep all appointments and procedures you have scheduled with Mount Sinai hospitals, physicians, and outpatient services.**

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 you are currently receiving care from certain Mount Sinai-affiliated specialty providers or using specific specialty services, Anthem may continue to cover your 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 you may be eligible for continuity of care, please contact Anthem directly at the number on the back of your insurance card.

What You Can Do

We encourage you to call Anthem at the phone number on the back of your insurance card to let them know you want to keep your in-network access to Mount Sinai physicians and services. If you receive your insurance through your employer, you can also talk to your human resources or benefits department and urge them to contact Anthem on your behalf.

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, please call our community information line at **833-912-3558**.

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