



December 18, 2025

Dear Patients,

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 have been working tirelessly to reach an agreement with Anthem that preserves your in-network access to the Mount Sinai physicians and services you rely on. We know how important this is to you and your family.

Unfortunately, based on communications we've received from Anthem, it appears that we will not come to terms before our contract expires on Wednesday, December 31. We are deeply disappointed that Anthem did not make the movement we hoped for, but we want to ensure you are prepared and have the resources you need at this time.

As a reminder, when our contract expires:

- **More than 9,000 Mount Sinai physicians will no longer be in Anthem's network beginning Thursday, January 1.**
- **Mount Sinai's hospitals and facilities will no longer be in Anthem's network beginning Sunday, March 1.**

This could cause you to pay more out of pocket to continue receiving health care from the Mount Sinai providers you trust.

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. We have been trying to work with Anthem to make the continuity of care process as simple as possible for our patients, but so far, they have not been willing to partner with us on this. 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 continue to call Anthem at the phone number on the back of your insurance card to let them know how important it is for you 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 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 remain committed to working toward a solution and will keep you informed if anything changes.