



Dear Patient,

We are writing today with an update about an upcoming change that may impact your access to Mount Sinai Health System services.

We understand that your employer, Con Edison, is planning to transition its health insurance plan to Anthem Blue Cross Blue Shield (formerly Empire), effective Thursday, January 1. 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 receive care from Mount Sinai providers and services.

Transition 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 transition-of-care benefits.

Determinations regarding eligibility and approval for transition 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 transition of care, please contact Anthem directly at the number on the back of your insurance card.

What You Can Do

We encourage you to talk to your human resources or benefits department and urge them to contact Anthem and let them know how important it is for you to keep your in-network access to Mount Sinai physicians and services.

Stay Informed

As negotiations continue, we will contact you if anything changes. In the meantime, you can visit our website at KeepMountSinai.org for more information. You can also call our community information line at **833-912-3558** if you have additional questions or need assistance.

Thank you for trusting Mount Sinai with your care.