



December 2, 2025

Dear Patient,

We are writing today with an update about your access to care at Mount Sinai Health System through your Anthem Blue Cross Blue Shield (Anthem) Essential Plan insurance.

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 Essential Plan network beginning Thursday, January 1, and Mount Sinai's hospitals and facilities would no longer be in Anthem's Essential Plan network beginning Sunday, March 1.** This change could impact all Blue Cross Blue Shield plans, including all out-of-state plans.

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 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, please 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 to all New York State Essential 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 NY State of Health at 1-855-355-5777 for general information about changes to New York State Essential Plans, as your eligibility for Essential Plans in general may change.

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.