

Dear Patient,

We are writing today with an update about Mount Sinai Health System's negotiation 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 Medicaid network beginning Thursday, January 1.**
- **Mount Sinai's hospitals and facilities will no longer be in Anthem's Medicaid 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 you want 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](https://www.KeepMountSinai.org) for more information. You can also call our community information line at **833-912-5604** if you have additional questions or need assistance.

Thank you for trusting Mount Sinai with your care.