

December 2025

Dear Patient,

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

At Mount Sinai, we believe every patient deserves to have their insurance cover high-quality care from the providers they know and trust. We work hard to support that coverage through fair agreements with insurance companies. **Unfortunately, Anthem has been unwilling to come to a reasonable agreement that prioritizes patient access and alleviates administrative burdens.** As a result, our contract with Anthem will expire.

Effective Thursday, January 1, all 9,000 Mount Sinai physicians will no longer be in Anthem's Essential Plans network. If no agreement is reached, Mount Sinai hospitals and facilities will also be out of network with your insurance beginning Sunday, March 1.

How to Keep Your Care at Mount Sinai

If you have an appointment scheduled on or after Thursday, January 1, you may be contacted about cancelling or rescheduling your appointment because Mount Sinai physicians will be out of network with Anthem. You may still choose to keep your appointment. Your options include:

Change to a Participating Plan

You may switch to a health plan that Mount Sinai participates with in 2026. You can change your plan at any point during the year. Changing plans allows you to continue seeing Mount Sinai providers with in-network coverage. You can make this change by:

- Contacting the assister who helped you enroll, or
- Calling NY State of Health at 1-855-355-5777 (TTY: 1-800-662-1220). Calls are answered Monday–Friday, 8 am–8 pm, and Saturday, 9 am–1 pm.

If you choose to switch your health plan, please let us know by updating your insurance information in your online patient portal.

To view a list of plans Mount Sinai will participate with in 2026, go to KeepMountSinai.org. If you're unsure what your plan covers or what your out-of-network costs may be, please contact Anthem directly at the number on the back of your insurance card.

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, subject to applicable laws. 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. If you have been unable to get a response from



Anthem about continuity-of-care coverage, please contact the New York State Department of Health at **1-800-206-8125** or email them at managedcarecomplaint@health.ny.gov and let them know you need help getting a response from Anthem.

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 **833-912-5604**. 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.

Para leer esta carta en español, visite nuestro sitio web en KeepMountSinai.org/patient-letters

如需阅读本信的中文版 · 请访问我们的网站 KeepMountSinai.org/patient-letters