



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 Medicaid 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 canceling 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 Medicaid plan at any time during your first 90 days in a new plan. You can also change your plan after your first full year (12 months) in a health plan.

Changing plans allows you to continue seeing Mount Sinai providers with in-network coverage. You can make this change by:

- If you enrolled in your Medicaid plan through the NY State of Health website, please call **1-855-355-5777 (TTY: 1-800-662-1220)**. Calls are answered Monday through Friday from 8 am to 8 pm, and on Saturday from 9 am to 1 pm.
- If you have Medicaid through your cash assistance case, you can change your plan by calling New York Medicaid Choice at **1-800-505-5678 (TTY 888-329-1541)**. Calls are answered Monday through Friday from 8:30 am to 8 pm, and on Saturday from 10 am to 6 pm. Have your Medicaid number handy when you call.
- *Note:* Plan changes made before the 15th of the month will be effective the first of the following month. Plan changes made after the 15th of the month will be effective the first of the second following month.

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

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

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