

February 2026

Dear patient,

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

We have continued our attempts to reach an agreement with Anthem that would restore your in-network access to the Mount Sinai physicians and services you rely on. Despite our repeated efforts and willingness to find common ground, Anthem has not engaged in meaningful negotiations or shown the urgency required to reach a fair agreement, leaving discussions at a standstill.

As a reminder, Mount Sinai physicians were removed from Anthem's network on Thursday, January 1. If no agreement is reached, Mount Sinai's hospitals and facilities, including inpatient care, surgeries and procedures, and hospital-based services, will also be out of network beginning Sunday, March 1. This means that both physician services and care delivered in Mount Sinai facilities may be affected.

While we are disappointed that Anthem has not committed to an agreement before further disruption occurs, our priority is ensuring you understand the options and resources available to you during this time.

Depending on your specific health plan or medical condition, you may qualify for extended coverage. Decisions on coverage are ultimately up to Anthem, so please call the number on the back of your insurance card if you believe you may be eligible for extended coverage.

What You Can Do Today

Take the actions below to help protect your in-network access to Mount Sinai:

- **Contact your human resources or benefits department** and urge them to contact Anthem on your behalf.
- **Call Anthem at the number on the back of your insurance card** to tell them that keeping access to Mount Sinai is important to you.
- **Check your out-of-network benefits.** Review your insurance plan's out-of-network benefits or contact Anthem to determine your out-of-network expenses if you prefer to continue to receive care from Mount Sinai.
- If you are currently receiving care from certain Mount Sinai-affiliated specialty providers or using specific specialty services, you may be eligible to continue receiving care at in-network rates for a period of time under transition-of-care protections. **If you believe you may be eligible for transition-of-care coverage, please contact 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 **833-912-3558**.

We remain committed to working toward a solution and will keep you informed if anything changes.