

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 been working tirelessly to reach an agreement with Anthem that preserves your in-network access to the Mount Sinai hospitals and facilities you rely on. We know how important this is to you and your family. Regrettably, Anthem has not demonstrated the same sense of urgency and continues to block meaningful discussion toward reaching a deal.

As a result, beginning Sunday, March 1, Mount Sinai's hospitals and facilities, including inpatient care, surgeries and procedures, and hospital-based services, will no longer be in Anthem's network if there is no agreement.

Our understanding of your benefit plan through Hotel Trades is that physician services, including office visits with Mount Sinai providers, are covered under a separate health plan that is not impacted by these negotiations, even if our facilities go out of network with Anthem. It is important to know that **your Mount Sinai physicians will remain in network**. While you may continue to see Mount Sinai providers in their offices as you do today, care delivered in Mount Sinai hospitals or other facilities could be considered out of network and may result in higher costs beginning March 1 if Anthem does not reach an agreement with us.

We are disappointed that Anthem has not been willing to work with us; we will continue in our efforts but want to make sure you are prepared to make informed decisions about your care.

What You Can Do Today

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

- **Contact your benefits administrator** 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 continuity-of-care protections. **If you believe you may be eligible for continuity-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.