

## Setting the Record Straight: Anthem Negotiations

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**Mount Sinai hospitals and facilities, as well as physicians, are now out of network with Anthem Blue Cross Blue Shield.** We reached this point because Anthem stepped away from finalizing an agreement that was within reach. After narrowing economic differences and making substantial progress, Anthem refused to commit to enforceable patient protections and operational safeguards. Mount Sinai will not accept terms that undermine patient care or destabilize our system.

Over the past several months, Mount Sinai engaged in repeated, good-faith efforts to reach a responsible agreement that would restore in-network access to our patients. As recently as late February, we were close to a path forward. We made meaningful progress on financial terms and substantially narrowed remaining gaps. The remaining barrier was Anthem's refusal to finalize contract provisions designed to protect patients from excessive denials, delayed determinations, and prolonged administrative disputes.

Mount Sinai remains ready to reach an agreement to restore access for the communities we serve. But negotiations require both parties to commit to enforceable terms that protect patients and support sustainable care delivery.

### Setting the Record Straight

- 1. Anthem's public statements regarding Mount Sinai's rate requests are inaccurate.**  
Anthem has publicly claimed that Mount Sinai is seeking "50 percent higher rates." Mount Sinai has continued to request single-digit annual increases over a three-year period. Even with these adjustments, Mount Sinai would remain less expensive than the alternative systems Anthem is now steering patients toward.
- 2. Mount Sinai is among the lowest-paid major health systems in New York.**  
Anthem reimburses Mount Sinai as much as 35 percent less than other major New York health systems for comparable services, despite the complexity and acuity of care we provide. Anthem has suggested that its proposed trends exceed those offered to peers. However, when reimbursement starts materially below market, trend percentages alone do not close the gap and may, in fact, widen it over time.
- 3. Anthem is withholding payment for care already delivered.**  
Anthem currently owes Mount Sinai hundreds of millions of dollars for services that have already been provided to Anthem members. These are claims for care delivered, claims submitted, and payments outstanding. Anthem is effectively using Mount Sinai as an interest-free bank while reporting record profits.
- 4. This is about fair dealing and timely payment, not just rates.**  
Anthem's practices include chronic denials of medically necessary care, delayed payments, and administrative barriers that interfere with patient access and physician decision-making. These practices create inefficiencies and costs across the health care system while undermining timely high-quality care for New Yorkers.
- 5. Anthem's practices reap billions for their parent company.**  
Elevance Health, Anthem's parent company, is the second largest for-profit insurer in the country. They recently announced **more than \$197.6 billion in revenue and \$5.7 billion in profit in 2025.** These profits are fed by Anthem's repeatedly raising premiums

for employers and members while underpaying providers who deliver care on the front lines.

**6. Anthem's statements regarding the claims review process are inaccurate.**

Mount Sinai has sought targeted contract and process improvements to address excessive claim reviews, delayed determinations, and prolonged appeals timelines. We are not seeking exemptions from medical necessity review. We are seeking defined timelines, operational clarity, and parity with processes available to our peers. These changes are essential to reduce administrative burden and ensure timely payment.

**7. Anthem's statements that Mount Sinai is refusing to care for certain patients are false and misleading.**

Mount Sinai has only asked to address a small number of third-party administrators that are not following the terms of our agreement and where Anthem has not been able to fix the problem. We do not have the authority to enforce compliance directly with those entities. Any suggestion that Mount Sinai is refusing to care for broad groups of patients is simply inaccurate.

**Mount Sinai is a not-for-profit health system. Every dollar we receive is reinvested into patient care, medical education, and research to help all who need us, regardless of their ability to pay. We cannot—and will not—subsidize a for-profit insurer's margins at the expense of patient access and financial sustainability.**

## **Patient Resources**

- A dedicated website: [keepmountsinai.org](https://keepmountsinai.org)
- Community information lines:
  - **For Anthem Commercial patients:** 833-912-3558
  - **For Anthem Medicaid, Child Health Plus, or Essential Plan patients:** 833-912-5604