



P.O. Box 70000  
Van Nuys, CA 91470

[date]

«FNAME» «LNAME»  
«ADDRESS1»  
«CITY», «ST» «ZIP»

Dear Anthem Blue Cross Member:

This letter is to inform you that the below-referenced **University of California Health hospitals (here in out “University of California Health”)** no longer participate in the **Exclusive Provider Organization-EPO Exchange**. As a result, University of California will no longer be a part of the Anthem Blue Cross Commercial EPO Pathway Exchange Network as of **January 1, 2022**.

- Benioff Children's Hospital Oakland aka Children's Hospital & Research Center of Oakland
- UCSF Medical Center
- UCSF Children’s Hospital
- UC Davis Medical Center

Anthem Blue Cross EPO physicians who admit to University of California Health have been notified of this development and will arrange for admission of Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company EPO members to alternate facilities. **Note that the partial list of alternate facilities below may not be all participating in the Anthem EPO Pathway Network. Please verify with both your provider and the Anthem Blue Cross website at [anthem.com/ca](http://anthem.com/ca).**

University of California Hospital	Alternate Hospitals
Benioff Children's Hospital Oakland aka Children's Hospital & Research Center of Oakland	Alta Bates Summit Medical Center Alta Bates Summit Medical Center Summit Campus Alta Bates Summit Medical Center Alta Bates Campus Alameda Hospital Chinese Hospital California Pacific Medical Center Van Ness Campus California Pacific Medical Center Pacific Campus California Pacific Medical Center California Campus California Pacific Medical Center Davies California Pacific Medical Center Mission Bernal Campus Eden Medical Center
UCSF Medical Center	AHMC Seton Medical Center LLC Alameda Hospital Alta Bates Summit Medical Center Alta Bates Summit Medical Center Summit Campus California Pacific Medical Center California Campus California Pacific Medical Center Davies California Pacific Medical Center Mission Bernal Campus California Pacific Medical Center Pacific Campus California Pacific Medical Center Van Ness Campus Chinese Hospital Marin General Hospital Mills Peninsula Medical Center
UCSF Children’s Hospital	AHMC Seton Medical Center LLC Alameda Hospital Alta Bates Summit Medical Center Alta Bates Summit Medical Center Summit Campus California Pacific Medical Center California Campus California Pacific Medical Center Davies California Pacific Medical Center Mission Bernal Campus California Pacific Medical Center Pacific Campus California Pacific Medical Center Van Ness Campus



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	Chinese Hospital Marin General Hospital Mills Peninsula Medical Center
UC Davis Medical Center	Mercy San Juan Medical Center Sutter Medical Center Sacramento

We realize that if you are in a course of treatment it's important to not interrupt that care. If you decide to keep accessing University of California Health after December 31, 2021, you may incur all of the costs for the care you receive from them.

**There may be exceptions**

You may be able to stay with University of California Health for a designated period of time if you are receiving certain types of care:

**Under federal law, this includes care if you are:**

- In treatment for a serious and complex condition. This can be a sudden (acute) illness that requires specialized treatment in order to avoid death or permanent harm. It can also be an ongoing (chronic) illness that is life threatening or potentially disabling and requires specialized care over a long period of time.
- In a hospital or other inpatient facility.
- Scheduled for non-elective surgery by your current doctor, including your post-operative care for the surgery.
- Pregnant.
- Terminally ill.

**Under California law, this includes care if you:**

- are pregnant or just had your baby.
- have a maternal mental health condition that's been diagnosed by your treating care provider.
- are caring for a child up to 36 months old.
- are getting pre-approved care.
- have an acute condition or serious chronic condition
- have a terminal illness.

**Members with previously scheduled services at University of California Health:**

Anthem will allow **previously** scheduled and actively eligible Pathway members to be seen at University of California Health that have an appointment with a date of services 1/1/22 - 3/31/22 without need for an updated authorization. For members with an appointment on or after 4/1/22 the member will need to submit for Continuity of Care.

An Anthem Blue Cross Customer Service representative can assist you. Eligibility for continuity of care depends on factors outlined in your Evidence of Coverage and Anthem Blue Cross' Continuity of Care Policy. You can access and print Continuity of Care Policies online by visiting our website, [www.anthem.com/ca](http://www.anthem.com/ca). Begin by clicking on the Individual & Family Tab. Under the Support Column, select 'Member Needs' and scroll down to the Support Section and choose FAQs. Next select the box entitled 'Benefits & Claims' to arrive at a listing of questions. Click on the plus (+) sign next to the question, "How do I request transition/continuity of care?" to obtain the response along with a link to the "Continuity of Care, Transition of Care Policy". Click on the link to access the policy. You can also access and print the Continuity of Care Policy at [anthem.com/docs/public/inline/pw\\_e234999\\_ca\\_jr.pdf](http://anthem.com/docs/public/inline/pw_e234999_ca_jr.pdf).

**Questions Pertaining to Federal Continuity of Care-COC**

If you have been receiving care from a health care provider, you may have a right to keep your provider for a designated time period. Please contact Anthem Blue Cross by using the toll-free customer service number, 1-844-971-0117, **OR** the toll-free member services number on your current ID card, and if you have further questions.

**Questions Pertaining to CA State Continuity of Care-COC**

If you have been receiving care from a health care provider, you may have a right to keep your provider for a designated time period. Please contact the Anthem Blue Cross at the toll-free customer service number, 1-844-971-0117, or the toll-free member services telephone number on your identification card, and if you have further questions, you are encouraged to contact the



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Department of Managed Health Care, which protects consumers, by telephone at its toll-free number, 1-888-466-2219, or at a TDD number for the hearing and speech impaired at 1-877-688-9891, or online at [www.dmhc.ca.gov](http://www.dmhc.ca.gov).

Members requiring emergency care may go to any Hospital, including University of California Health. This coverage will be provided according to your policy benefits.

Your enrollment in your Anthem Blue Cross or Anthem Blue Cross Life and Health Insurance Company plan remains the same and is not otherwise affected in any way. If you receive a bill from University of California that exceeds the amount indicated as the member responsibility on the Explanation of Benefits you receive from Anthem Blue Cross/Anthem Blue Cross Life and Health Insurance Company for services rendered after December 31, 2021, please contact Anthem Blue Cross at the toll free customer service number, 1-844-971-0117, or the toll-free member services number on your ID card, so that it may be handled appropriately.

Your health care needs are very important to us, and we are committed to providing you with exceptional service. Please be assured that your health care coverage will not be interrupted and that this Hospital's termination will not result in a change to your covered benefits.

Sincerely,

Anthem Blue Cross