

Q: What is happening between Salinas Valley Health and Anthem Blue Cross?

A: Salinas Valley Health is in active negotiations with Anthem Blue Cross for a new contract that would allow us to continue providing services as an in-network provider to Anthem Blue Cross members at our facilities and with our affiliated physicians. We are working diligently to secure an equitable contract before the current agreement expires on August 1, 2023.

Q: Why haven't you been able to come to a resolution with Anthem Blue Cross?

A: To continue to serve as a reliable source for high-quality, convenient care for our community, we need sustainable reimbursement from Anthem Blue Cross and other health insurance companies.

Q: When does the contract with Anthem Blue Cross end?

A: The current contract with Anthem Blue Cross ends on August 1, 2023. Until then, nothing changes for patients with Anthem Blue Cross healthcare coverage. You can continue to access all emergency and elective inpatient and outpatient services on an in-network basis at Salinas Valley Health Medical Center through July 31, 2023.

Q: Which Anthem Blue Cross health plans would be affected by an Anthem Blue Cross termination?

A: Health plans affected by an Anthem Blue Cross termination include:

- Aspire – Anthem Blue Cross – Commercial HMO
- Anthem Blue Cross of California – Commercial
- Anthem Blue Cross (Pathways)

Q: Is Medicare impacted?

A: Medicare is not part of the negotiation and as a result will not be impacted.

Q: Which Salinas Valley Health facilities would be impacted by an Anthem Blue Cross termination?

A: An Anthem Blue Cross termination would affect inpatient and outpatient care provided by Salinas Valley Health physicians or facilities, including Salinas Valley Health Medical Center, Salinas Valley Health Clinics, and Doctors on Duty urgent care locations. An Anthem Blue Cross termination will not restrict or affect your access to emergency medical treatment at Salinas Valley Health Emergency Department.

Q: How will Anthem Blue Cross Preferred Provider Plan (PPO) patients be affected if the contract ends?

A: Salinas Valley Health will continue to welcome Anthem Blue Cross PPO and HMO patients and honor Anthem Blue Cross's in-network rates for all services and care at our facilities, with the exception of Doctors on Duty, (the urgent care clinics). This means that your out-of-pocket costs should not be more than Anthem Blue Cross's in-network

amounts for services and care. We have adopted this policy to ensure patients and families will not have any major changes to the cost nor disruption to their care. For Doctors on Duty, you can expect a higher share of costs.

Q: Will the cost of Anthem Blue Cross PPO patients' treatments or out-of-pocket expenses change if the contract ends?

A: No. If the contract expires before an agreement is reached, Salinas Valley Health will continue to welcome Anthem Blue Cross PPO patients and honor Anthem Blue Cross's in-network rates for all Covered Services and care at our facilities. In other words, out-of-pocket costs should be no greater than Anthem Blue Cross's in-network amounts for Covered Services and care. We have adopted this policy to ensure patients and families will not experience any significant disruption to their care or change in the quality or cost of care.

Q: What if I have an elective procedure scheduled at a Salinas Valley Health facility on or after August 1, 2023?

A: We understand that some patients may have appointments scheduled on or after August 1, 2023. If this is the case, you should call your provider or physician's office to ensure an authorization is on file for your procedure after August 1. Depending on your benefit plan, you may have to pay higher out-of-pocket costs.

Q: What if I am pregnant or receiving treatment for a special condition on or after August 1, 2023?

A: Certain patients, including those who are hospitalized, pregnant or undergoing an active course of treatment prior to the contract end date, may qualify for Continuity of Care through Anthem Blue Cross. If you think you may qualify, you should call the phone number on the back of your Anthem Blue Cross health insurance card today to request a Continuity of Care Form and apply.

CONTINUITY OF CARE

Q: What are Continuity of Care Services?

A: Certain patients, including those who are hospitalized, pregnant, or undergoing an active course of treatment prior to the contract expiration date may qualify for Continuity of Care services through Anthem Blue Cross. Continuity of Care services allow patients to continue receiving medically necessary care from Salinas Valley Health and our providers at in-network rates for a limited period of time after August 1, 2023.

Q: What are some examples of services that may be eligible for coverage under Anthem Blue Cross Continuity of Care program after August 1, 2023?

A: Examples of health problems or conditions that may qualify for Continuity of Care services include:

- Individual with specific healthcare conditions eligible for Continuity of Care Services. The following are examples of the types of conditions and services which may be considered eligible Continuity of Care services. These conditions and services include pregnancy and services during pregnancy and immediately after the delivery.
- Patients can contact Anthem Blue Cross for more details or to determine their eligibility.

Type of Problem or Condition	How long you get continuity of care
Acute condition (for example, pneumonia)	As long as the condition lasts
Serious chronic condition (for example, severe diabetes or heart disease)	No more than 12 months. Usually until you complete a period of treatment and your doctor can safely transfer your care to another doctor
Pregnancy	During Pregnancy and immediately after the delivery (the post-partum period)
Terminal illness	As long as the person lives
Care of a child under 3 years	For up to 12 months
An already scheduled surgery or other procedure (for example, knee surgery or colonoscopy)	The surgery or procedure must be scheduled to happen within 180 days of your doctor or hospital leaving your health plan

*Source: California Department of Managed Healthcare

<https://www.dmhc.ca.gov/HealthCareinCalifornia/YourHealthCareRights/ContinuityofCare.aspx>

Q: How do I apply for Continuity of Care Services?

A: In order to receive Continuity of Care services the patient must call Anthem Blue Cross to ask for Continuity of Care services and the provider must agree to provide such continuity of care services. You and your provider must comply with Anthem Blue Cross requirements, which may include filling out specific Continuity of Care forms. You can contact Anthem Blue Cross’s customer service department if you need more information and if you have further questions, you are encouraged to call the Department of Managed Health Care (“DMHC”), which protects consumers, by telephone at its toll-free number, 1-888-HMO-2219, or at a TDD number for the hearing

impaired at 1-877-688-9891, or online at www.hmohelp.ca.gov. The form is also available on our website at SalinasValleyHealth.com/AnthemBlueCross-Negotiations.

Patients can call the number on the back of their Anthem Blue Cross health insurance card to request approval from Anthem Blue Cross to continue to receive services under their Continuity of Care program.

Q: How can I stay up-to-date on the negotiations?

A: As our negotiations with Anthem Blue Cross progress, we will continue to keep our patients informed through additional letters, our patient information line and these FAQ's, which will be updated regularly. For the most up-to-date information, we encourage you to contact us on our patient information line at 831-759-1966.

Q: Will I have to change my provider?

A: We will continue to negotiate with Anthem Blue Cross in good faith, and hope to reach an agreement that reimburses Salinas Valley Health fairly for the care we provide. If an agreement cannot be reached before our current contract expires, we will likely be out of Anthem Blue Cross's network starting August 1, 2023, which may cause you to pay higher out-of-pocket costs when visiting Salinas Valley Health.

- As a PPO member, you may continue to see the same doctors but it is anticipated that you will be considered out-of-network when receiving services (other than emergency medical services or Anthem Blue Cross authorized continuity of care services or other Anthem Blue Cross authorized services which cannot be provided by another Anthem Blue Cross participating provider).
- This out-of-network status may result in increased out of pocket costs to you such as increased coinsurance, copayments and deductibles for services other than emergency medical services. It is important that you ask Anthem Blue Cross and your providers to disclose what these increased costs will be should you obtain health care services (other than emergency medical services or Anthem Blue Cross authorized Continuity of Care services or other Anthem Blue Cross authorized services which cannot be provided by another Anthem Blue Cross participating provider).
- You can always come to Salinas Valley Health for medical emergency services.
- If you are an Anthem Blue Cross HMO Member and are assigned to a Salinas affiliated primary care physician ("PCP"), we anticipate that you will be receiving (or may have received) a letter from Anthem Blue Cross reassigning you to a new PCP and a new physician group or IPA who is not affiliated with Salinas Valley Health.
- We anticipate that Anthem Blue Cross will require you to coordinate your ongoing health care as well as any referrals to specialists or other and authorization requests for future physician, outpatient and hospital health care services with your newly assigned PCP.

Salinas Valley Health Negotiating with Anthem Blue Cross
FAQs

- This means that elective admissions to Salinas Valley Health Medical Center and access to Salinas Valley Health facilities for other than emergency services, or Anthem Blue Cross authorized continuity of care services, or other Anthem Blue Cross authorized services which cannot be provided by another Anthem Blue Cross participating hospital) will most likely not be authorized or approved by Anthem Blue Cross.

Q: Can I still use Salinas Valley Health’s Emergency Room after August 1, 2023?

A: By law, patients always have access to our emergency room, regardless of our contract status with Anthem Blue Cross.

Q: What if I’m in the hospital when the contract ends on August 1, 2023?

A: If you are already admitted to the hospital prior to August 1, 2023, you will be covered at in-network rates through the end of your inpatient stay.

Q: How long could Anthem Blue Cross patients be out of network?

A: Unfortunately, there is no timeline for a successful renegotiation with Anthem Blue Cross. We intend to continue negotiating in good faith with Anthem Blue Cross for a fair and equitable agreement that keeps Salinas Valley Health in network and accessible for Anthem Blue Cross members. We will continue to be transparent and keep our community updated about the status of the negotiations.

Current health plans at Salinas Valley Health:

Aetna- Commercial, Medicare, Medi-Cal
Aspire Health Plan - Medicare Advantage
Aspire – Anthem – Commercial
Anthem Blue Cross of California – Commercial
Blue Shield of California — Commercial – TRIO, non-TRIO, Covered California/Exchange
Central California Alliance for Health (CCAH) – Medi-Cal
Cigna - Commercial
Coastal Health Administrators - Commercial
Community Health Plan (CHP) - Commercial
First Health – Commercial
Health Smart/InterPlan - Commercial
Humana Choice Care - Commercial
Health Net – Commercial
Multiplan Commercial
Pacific Health Alliance (PHA) – Commercial
Pinnacle TPA - Commercial
Private Healthcare Systems, Inc. (PHCS) Commercial
TriCare
TriWest
TRPN – Three Rivers Provider Network – Commercial

Salinas Valley Health Negotiating with Anthem Blue Cross
FAQs

United Healthcare - Commercial

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