

Date – Plan Member Template

Department of Managed Health Care
980 9th Street Suite 500
Sacramento CA 95814

Sent Via email: Mary.Watanabe@DMHC.CA.GOV

Regarding: Hazel Hawkins Memorial Hospital Anthem PPO Out of Network Status

Ms Watanabe,

This message is to file a complaint about lack of in-network access for Anthem Blue Cross Preferred Provider Organization (PPO) Members and Anthem Blue Cross Advantage Plan Members in San Benito County, California.

Hazel Hawkins Memorial Hospital, a Critical Access rural hospital, and the only hospital in San Benito County, was forced to terminate the payer contract with Anthem due to inadequate reimbursement. This is creating unnecessary hardship for me and my family.

I selected Anthem Blue Cross as my health insurance provider because of access to quality local healthcare services. I'm outraged to have my insurance costs increase each year only to learn my local healthcare provider has not received fair compensation for their services. It is critical for the hospital to receive fair compensation from Anthem and to be back "in network". The termination of this agreement requires me to choose between receiving healthcare at the added expense of lost time away from work and increased fuel costs. I am being forced to travel in excess of 30 minutes for diagnostic imaging not connected with my health system and establish new healthcare provider relationships for both unplanned and elective hospital based healthcare services. This is unacceptable.

I urge you to investigate my complaint and apply pressure to Anthem's leadership. Anthem needs to do what is their fiduciary responsibility and what is fair for my paid Anthem PPO Benefits, in San Benito County. Neither my family or our community hospital can suffer this loss of access to quality, timely and affordable in-network care.

Sincerely,

cc: Senator Anna Caballero - vanessa.gonzalez@sen.ca.gov
Assemblymember Robert Rivas - Dominic.Dursa@asm.ca.gov
Sarah Ream: sarah.ream@dmhc.ca.gov