



Hazel Hawkins

MEMORIAL HOSPITAL

August 19, 2022

Dear Patient:

On August 11, 2022, our agreement with Anthem Blue Cross PPO and Advantage Plans ended. This unfortunate situation is because Anthem refuses to pay Hazel Hawkins Memorial Hospital (HHMH) a market competitive rate for the services we provide. Our current Anthem Blue Cross reimbursement is unsustainable and is far below the rates we have with other Health Plans and below the rates Anthem pays other hospitals in our region.

Contract negotiations have stalled due to lack of response from Anthem. It was our sincere intention to accept your in-network co-pay and/or deductible or share of cost, even after the contract termination. However, moving forward we are unable to offer this concession. As a result, Anthem PPO members may have a higher deductible and co-pay when accessing services through HHMH. We understand this will create uncertainty. To help you navigate the uncertainty, we established a dedicated line, staffed by our Business Office Team. This team will help you receive access to affordable, timely and cost effective healthcare services including continuity of care. Please contact them at (831) 205-5710. Remember, access to **Emergency Care is not affected** by the contract termination.

We encourage you to reach out to your employer benefits department and reference your policy to learn your out-of-network coverage. It is our understanding that Anthem's Medicare Supplement Plans are not affected by this contract termination.

We urge you to contact Anthem and express your concern. The Anthem number to call is (844) 971-0117. We also encourage you to file a complaint against Anthem's unfair payment to Hazel Hawkins Memorial Hospital with the Department of Managed Health Care: Michelle Duncan, Michelle.Duncan@DMHC.CA.GOV or by mail: 980 9th Street, Suite 500 Sacramento, CA 95814.

We are committed to doing what is right for the community and your Hospital by taking a stance on Anthem's unfair business practices and them risking the long-term viability of access to comprehensive health care in our community.

Sincerely,

Steve Hannah
Chief Executive Officer