



Hazel Hawkins

MEMORIAL HOSPITAL

August 4, 2022

Important Information for Anthem Blue Cross PPO Plan Members Regarding Your Care at Hazel Hawkins Memorial Hospital

Dear Valued Patient,

Hazel Hawkins is currently negotiating a new agreement with Anthem Blue Cross PPO, "Anthem", and as of this date we have not yet reached agreement on a new contract. If we are unable to reach agreement, the contract will terminate at midnight on **August 10, 2022**. Please know we are doing everything possible to reach a successful agreement so your care at Hazel Hawkins Memorial Hospital (HHMH) and/or with our outpatient services will not be impacted.

We are providing you with this information because, our records indicate you or your family member are a current or recent HHMH patient and covered by Anthem. If HHMH becomes an out of network provider, your benefits may change and you may be required to obtain authorization for certain non-emergency healthcare services. **Please be advised, this does not impact access to emergency care.**

The pending change is a result of ongoing negotiations between Hazel Hawkins Memorial Hospital (HHMH) and Anthem. The negotiations began in 2020. Currently, Anthem, a for-profit organization, is refusing to pay Hazel Hawkins Memorial Hospital market competitive rates for the healthcare services we provide to their members. If we cannot reach a financially equitable agreement with Anthem by August 10, 2022, HHMH and our outpatient clinics will no longer be a contracted provider with Anthem. This means, the care you or your covered family member receives from HHMH will be considered out-of-network on August 11, 2022. This may result in changes to your financial responsibility for care received from Hazel Hawkins Memorial Hospital and our outpatient services.

We understand you may already have an appointment scheduled for inpatient or outpatient services after August 10, 2022. The enclosed Frequently Asked Questions (FAQ) provides the information you need to make ongoing healthcare decisions. We encourage you to visit our website at www.HazelHawkins.com/AnthemPPOFAQ2022 for the most up to date information on the Anthem negotiations.

Questions, not answered in the FAQ, can be directed to **Anthem Blue Cross Customer Service, (844) 971-0117**. You may also contact our Business Office, (831) 205-5710 or speak with your benefits manager/employer.

We greatly appreciate the continued opportunity to care for you and your family. My team and I will continue to work with Anthem to reach a financially sustainable and competitive agreement in order to save you and your family from any disruption to the exceptional care you've come to expect from Hazel Hawkins Memorial Hospital.

Sincerely,

Steven M. Hannah
Chief Executive Officer

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