

## Anthem Blue Cross / Dignity Health FAQ

Question	Response	Resource
Where can I locate an in-network hospital and/or in-network provider(s)?	Members who need help locating an in-network hospital and/or in-network providers can call the toll-free member number listed on their Anthem member ID card or they can use the Find a Doctor function at <a href="https://www.anthem.com/ca/find-care">anthem.com/ca/find-care</a> .	<a href="https://www.anthem.com/ca/dignity/">https://www.anthem.com/ca/dignity/</a>
Will emergency medical care be covered by Anthem at Dignity Health/Mercy Medical Care Merced?	Yes. Emergency medical services are covered by Anthem at Dignity Health/Mercy Medical Center Merced. Emergency medical services are always considered a covered benefit and do not require pre-authorization, regardless of where they are delivered. Anthem encourages consumers to make informed decisions about when to use urgent care as opposed to emergency room care. Urgent care is usually appropriate when you need a physician’s attention for a condition that is not life threatening and your primary care physician is unavailable. Summaries of health plans are listed in the right column.	<a href="https://www.anthem.com/ca/dignity/">https://www.anthem.com/ca/dignity/</a> <ul style="list-style-type: none"> <li>• <a href="#">UC Care coverage summary</a></li> <li>• <a href="#">UC Health Savings Plan coverage summary</a></li> <li>• <a href="#">Core medical coverage summary</a></li> </ul>
What is the employee’s cost associated with the emergency medical services benefit?	The cost associated with emergency medical services has not changed. Emergency medical services do not require pre-authorization and any cost associated will remain the same as outlined in your specific plan summary provided to the right. Members may go to any hospital for <b>emergency</b> services including Dignity Health/Mercy Medical Center Merced.	<ul style="list-style-type: none"> <li>• <a href="#">UC Care coverage summary</a></li> <li>• <a href="#">UC Health Savings Plan coverage summary</a></li> <li>• <a href="#">Core medical coverage summary</a></li> </ul>
Will there be an opportunity for employees enrolled in an Anthem plan to choose another insurance provider plan?	The University Office of the President is working urgently on options and solutions. We will continue to communicate to our campus community as new information comes to us.	

<p>What happens if a member is pregnant or undergoing a course of treatment?</p>	<p>Anthem members will need to submit a request for Continuity of Care (COC) to be review by Anthem for their specific situation.</p>	<p>Access the request form here:  <a href="https://www.ucppoplans.com/ucc/dignity-health-ends-contract-with-anthem-blue-cross">https://www.ucppoplans.com/ucc/dignity-health-ends-contract-with-anthem-blue-cross</a></p>
<p>Will additional communication be sent regarding this change?</p>	<p>The UC Office of the President is developing a letter to all Anthem-covered University employees. It is anticipated this letter will be mailed soon. In the meantime, important information <a href="#">can be found here</a>.</p>	
<p>I have Anthem coverage. Does this mean I no longer have any coverage at all?</p>	<p>No, coverage continues for Anthem-covered employees. This only impacts the Dignity Health providers in the Anthem plan. There are Anthem-covered providers that that aren't Dignity providers and can provide you alternative coverage options. You can contact Anthem Health Guide at (844) 437-0486 to review your current provider and better understand if you are impacted by this change.</p>	
<p>I live out of California and work for UC Merced. Will this change affect me? Does it only affect those who receive care in California?</p>	<p>This change only affects those members with Dignity Health and its affiliate PPO providers. To confirm if your provider is impacted, contact Anthem Health Guide at (844) 437-0486 or your provider directly.</p>	
<p>Am I required to choose a new health insurance plan?</p>	<p>No, all Anthem covered employees are still covered by Anthem. if you are receiving treatment currently you can complete a Continuity of Care (COC) request form for review of your eligibility to continue care with Dignity, or you can seek other alternative in-network providers that are not Dignity Health or affiliated providers. For assistance with locating alternative Anthem plan providers, you can contact Anthem Health Guide at (844) 437-0486.</p>	<p>Access the request form here:  <a href="https://www.ucppoplans.com/ucc/dignity-health-ends-contract-with-anthem-blue-cross">https://www.ucppoplans.com/ucc/dignity-health-ends-contract-with-anthem-blue-cross</a></p>

<p>I have Kaiser or UC Blue and Gold HMO. Does this affect me in any way?</p>	<p>No, it only impact Anthem PPO Plans. Dignity Health and its affiliate PPO providers are no longer a participating provider at this time under the plans UC Care, UC Health Savings Plan and CORE.</p>	
<p>Under the UC Care plan, UC Health Saving Plan or CORE, if an emergency room visit to Mercy Medical Center Merced leads to the patient being admitted to the hospital, what is the level of coverage?</p>	<p>If an emergency room visit to Mercy Medical Center Merced leads to the patient being admitted to the hospital, the level of coverage will depend on your specific coverage and are outlined in the summaries to the right. For additional information contact Anthem Health Guide at (844) 437-0486.</p>	<ul style="list-style-type: none"> <li>• <a href="#">UC Care coverage summary</a></li> <li>• <a href="#">UC Health Savings Plan coverage summary</a></li> <li>• <a href="#">Core medical coverage summary</a></li> </ul>
<p>How quickly does the university expect to resolve this situation? Is the goal to renew the contract with Anthem?</p>	<p>The UC Office of the President is urgently working on options and solutions and trying to move as quickly as possible. Anthem and Dignity will continue negotiations to find a resolution. We will continue to communicate to our campus community as new information comes to us.</p>	
<p>Will staff be allowed to change insurance plans quickly to avoid having to pay out-of-network costs?</p>	<p>We recommend contacting Anthem Health Guide at (844) 437-0486 to identify alternative in-network providers. More information will be shared if this becomes an option.</p>	

<p>Why was there a delay with communication in regard to Anthem Blue Cross and Dignity Health if the contract ended July 15?</p>	<p>Our local Benefits Office was notified officially July 17 by the UC Office of the President. Due to negotiations between Dignity and Anthem there was an extension in hopes an agreement. However, Anthem was not able to renew a contract beneficial to both Anthem and Dignity as of 5 p.m. July 15. UC had no role in the termination. Since this not only a UC Merced or UC system issue, communications needed to be aligned with a broader message and the impacts are still being assessed.</p>	<p>More information:  <a href="https://www.anthem.com/ca/dignity/">https://www.anthem.com/ca/dignity/</a></p>
<p>What if I or a covered family member received care by a Dignity Health provider after July 15 and before receiving this notice?</p>	<p>Members should call Anthem Health Guide toll-free at (844) 437-0486 Monday through Friday, 5 a.m. to 8 p.m. (Pacific Time). This information is also located on the back of your UC PPO Plan Member ID cards.</p>	
<p>I or a covered family member have a future appointment that was scheduled before July 15 with a Dignity Health provider. What do I do?</p>	<p>Members should call Anthem Health Guide toll-free at (844) 437-0486 Monday through Friday, 5 a.m. to 8 p.m. (Pacific Time) to confirm whether your appointment will be impacted. Some visits might fall under the Continuity of Care (COC).</p>	
<p>How do I find out which providers (doctor, hospital, etc.) are part of Dignity Health?</p>	<p>A list of Dignity facilities <a href="#">are listed here</a>. Members also can call the toll-free member number (844) 437-0486 listed on your Anthem member ID card.</p>	