

Anthem Blue Cross / Dignity Health FAQ

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Revised: 8/6/21

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 anthem.com/ca/find-care .	https://www.anthem.com/ca/dignity/
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.	https://www.anthem.com/ca/dignity/ <ul style="list-style-type: none"> UC Care coverage summary UC Health Savings Plan coverage summary Core medical coverage summary
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 emergency services including Dignity Health/Mercy Medical Center Merced.	<ul style="list-style-type: none"> UC Care coverage summary UC Health Savings Plan coverage summary Core medical coverage summary
Will there be an opportunity for employees enrolled in an Anthem plan to choose another insurance provider plan?	Yes, employees will have the opportunity to change medical plans during this year's Open Enrollment. Open Enrollment begins on Thursday, Oct. 28, 2021 and ends at 5 p.m. on Friday, Nov. 19, 2021. (rev. 8/6/21)	

<p>What happens if a member is pregnant or undergoing a course of treatment?</p>	<p>Members of the Anthem PPO plans: CORE, UC Care and UC Health Savings Plan, as well as Anthem Medicare plans (UC Medicare PPO w/ and without Rx), may continue to use services provided by Dignity Health providers at in-network coverage through the date an agreement is reached or Dec. 31, 2021, whichever occurs first. (rev. 8/6/21)</p>	
<p>Will additional communication be sent regarding this change?</p>	<p>The UC Office of the President mailed communication to Anthem-covered University employees. Updated communication to affected members are currently in development. Anthem PPO members, both non-Medicare and Medicare, will receive a postal-mailed letter informing them that they may continue to receive care from Dignity Health providers with in-network cost-sharing levels until December 31, 2021. This information will also be posted on ucppoplans.com and UCnet. (rev. 8/6/21)</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 aren't Dignity providers and can provide you alternative coverage options.</p> <p>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.</p> <p>Members of the Anthem PPO plans: CORE, UC Care and UC Health Savings Plan, as well as Anthem Medicare plans (UC Medicare PPO w/ and without Rx), may continue to use services provided by Dignity Health providers at in-network coverage through the date an agreement is reached or Dec. 31, 2021, whichever occurs first. (rev. 8/6/21)</p>	

<p>I have Kaiser or UC Blue and Gold HMO. Does this affect me in any way?</p>	<p>No, it only impacts 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"> • UC Care coverage summary • UC Health Savings Plan coverage summary • Core medical coverage summary
<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>Changes to medical plans are only allowed during Open Enrollment. Employees will have the opportunity to change medical plans during this year's Open Enrollment, if desired. Open Enrollment begins on Thursday, Oct. 28, 2021 and ends at 5 p.m. on Friday, Nov. 19, 2021.</p> <p>While most Dignity Health providers are in the UC Blue & Gold network, prior to changing plans employees should verify that they live or work in the HMO service area and their provider is participating in the Health Net network. Employees may visit the Health Net website for this information: https://uc.healthnetcalifornia.com/ (rev. 8/6/21)</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: https://www.anthem.com/ca/dignity/</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>While negotiations continue, Anthem is holding all claims from Dignity Health providers. Members will not receive Explanation of Benefits (EOBs) for claims for services incurred after July 15 during this hold, which will continue for 45 days (until September 1, 2021). Regardless of whether an agreement is reached, claims retroactive to July 15 will be processed after September 1 and members will be responsible for in-network cost-sharing. (rev. 8/6/21)</p> <p>Members can 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 of the Anthem PPO plans: CORE, UC Care and UC Health Savings Plan, as well as Anthem Medicare plans (UC Medicare PPO w/ and without Rx), may continue to use services provided by Dignity Health providers at in-network coverage through the date an agreement is reached or Dec. 31, 2021, whichever occurs first. (rev. 8/6/21)</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 are listed here. Members also can call Anthem Health Guide toll-free at (844) 437-0486 Monday through Friday, 5 a.m. to 8 p.m. (Pacific Time).</p>	
<p>Do I still need to complete Continuity of Care (COC) if Dignity Health providers will be considered in-network until December 31, 2021? (added 8/6/21)</p>	<p>Continuity of Care (COC) forms are no longer required during this time period.</p>	
<p>My current provider is not part of the UC Blue & Gold (HMO) and I still need to see my provider for ongoing treatment after December 31, 2021? (added 8/6/21)</p>	<p>If no agreement is reached, as of January 1, 2022, Dignity Health providers and facilities will be considered out-of-network and members will be responsible for charges above the allowed amounts.</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). Ongoing treatment might fall under the Continuity of Care (COC).</p>	
<p>If I change plans during Open Enrollment to an HMO plan, can I change coverage back to Anthem if Anthem/Dignity reach an agreement after Open Enrollment ends November 19, 2021? (added 8/6/21)</p>	<p>Plan changes outside of Open Enrollment can only be done if there is a qualifying life event. We will continue to communicate to our campus community as new information comes to us.</p>	