



CALIFORNIA'S VALUED TRUST

Healthcare Benefits for the Education Community

Dear California's Valued Trust (CVT) Member:

As a CVT member using the Anthem Blue Cross network of providers, we are writing to inform you that **the current Contracting Hospital Agreement between Anthem Blue Cross and Enloe Medical Center terminated effective October 31, 2018 at 11:59 P.M.**

Anthem Blue Cross and Enloe Medical Center have been engaged in negotiations for several months to reach reasonable reimbursement rates and make specific contractual changes that are beneficial to both organizations. Unfortunately, Anthem Blue Cross and Enloe Medical Center were unable to reach an agreement before the contract expired but they continue to negotiate in good faith in an effort to reach a mutually beneficial agreement.

Emergency medical services do not require pre-authorization regardless of where services are delivered. Members may go to any hospital for **emergency services**, including Enloe Medical Center, however be aware you may pay more if you use an out of network provider. Emergency services are covered according to CVT plan benefits.

Anthem Blue Cross has a statewide hospital network of over 300 acute care facilities. The *Find a Doctor* function at www.anthem.com/ca can be used to locate a participating hospital in a specific area, or call an **Anthem Blue Cross Customer Service Representative at 1-800-234-4333** for participating hospitals.

Members in a current course of treatment at Enloe Medical Center as of the contract termination date may be eligible to receive continuity of care/completion of covered services. Continuity of care/completion of covered services will be considered by the Anthem Blue Cross Transition Assistance Department on a case by case basis. Members should call an **Anthem Blue Cross Customer Service Representative at 1-800-234-4333** for additional details.

Questions? Please contact **CVT Member Services at 1-800-288-9870** Monday through Friday 8 am to 5 pm.