

[Questions?](#)

Call or Email

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Anthem Blue Cross: Patient FAQs May 1, 2019

Q: I have an Anthem Blue Cross commercial health plan. What does this mean for me?

A: NorthBay Healthcare inpatient and ***hospital*** outpatient services will be out-of-network providers for all Anthem Blue Cross members beginning May 1, 2019. This includes Blue Card plans, also known as Blue Cross/Blue Shield out of state plans.

However, contracts with NorthBay Medical Group practices, NorthBay Ambulatory Surgery Center, Solano Diagnostic Imaging are still in effect and **these providers remain in-network**. All Anthem Blue Cross members are affected.

- **Blue Cross members** will have to pay higher out-of-pocket costs to continue care with NorthBay Healthcare inpatient and ***hospital*** outpatient services (lab, imaging, cath lab, home care, etc.) unless they receive written permission from Blue Cross to continue their care under Blue Cross Continuity of Care requirements.

Q: Can I still see my NorthBay Medical Group primary care and specialty physicians?

A: Yes, NorthBay Medical Group is still an in-network provider for Anthem Blue Cross.

Q: What is NorthBay Healthcare doing to ensure I can retain access to my providers if I'm currently in a course of treatment?

A: There are certain diagnoses that fall into the Blue Cross strict guidelines of Continuity of Care provisions, and only for a limited timeframe. We know that we provide care to many patients who are currently in a course of treatment for serious chronic conditions.

It is the sole responsibility of Anthem Blue Cross to approve a patient's Continuity of Care assistance.

We encourage you to call the member service phone number on the back of your insurance card to understand your rights for Continuity of Care assistance, which may temporarily extend your ability to receive in-network care for certain conditions at NorthBay Healthcare.

Q: How do I know if I qualify for Continuity of Care assistance through Anthem Blue Cross?

A: Some Anthem Blue Cross patients may qualify for Continuity of Care assistance, which would extend your in-network access to NorthBay Healthcare hospital services after May 1, 2019. Patients may also download the [Anthem Blue Cross Continuity of Care Request Form](#) on its website or call Anthem Blue Cross Member Services at the phone number on the back of your ID card for more information. *If you have out-of-state Blue Cross please call the number on the back of your insurance card.*

To qualify for Anthem Blue Cross's Continuity of Care benefits, patients must first meet a set of outlined criteria, including:

- **Acute Condition:** A medical condition that involves a sudden onset of symptoms due to an illness, injury, or other medical problem that requires prompt medical attention and has a limited duration.



- **Scheduled Surgery/Procedure:** Surgery or another procedure which has been authorized by the plan and schedule to take place within 180 days of the contract termination date (May 1, 2019).
- **Newborns/Infants:** Care of a newborn up to 36 months of age.
- **Pregnancy:** The duration of the pregnancy and the immediate postpartum care.
- **Serious Chronic Condition:** A medical condition due to a disease, illness, or other medical problem or medical disorder that is serious in nature and that persists without full cure or worsens over time or requires ongoing treatment to maintain remission or prevent deterioration. Covered services will be provided for a period of time necessary to complete a course of treatment and arrange a safe transfer to another provider. The determination is made by the health plan in consultation with the enrollee and the non-participating provider and is consistent with good professional practice.
- **Terminal Illness:** An incurable or irreversible condition that has a probability of causing death within one year or less. Terminal illness is covered for the duration of the terminal illness.

We will help our patients in every way possible to ensure they can continue their in-network access with the NorthBay Healthcare providers they know and trust.

Q: What if I have an elective procedure scheduled at NorthBay Healthcare on or after May 1, 2019?

A: To avoid the potential high charges associated with using an out-of-network provider, **all patients with already scheduled procedures MUST FIRST confirm with Anthem Blue Cross** their eligibility for Continuity of Care assistance by calling the Member services number on the back of their insurance card.

Q: What if I want to continue my healthcare services at NorthBay Healthcare on or after May 1, 2019?

A: We recognize that you may still want to receive healthcare services in our hospital facilities. Here is what you need to know:

- You will always have access to our emergency room, regardless of our network status with Anthem Blue Cross. During a medical emergency, you should always visit the nearest emergency room.
- You will have to pay more for care at our hospital facilities through your out-of-network benefits with Anthem Blue Cross. The amount you will have to pay depends on your specific health insurance plan with Anthem Blue Cross.
- Anthem Blue Cross patients who are currently in an ongoing course of treatment or care plan, can apply for Continuity of Care, which may temporarily extend your in-network access. To apply, call the customer service phone number on the back of your [Anthem Blue Cross insurance card](#) or [download the Continuity of Care form here](#).
- Check with your employer to see if you can change health plans. A list of health plans NorthBay is contracted with can be found here: [NorthBay Accepted Insurance Plans](#).



Additional Continuity of Care Details

Anthem Blue Cross has detailed information regarding its requirements and procedures for Continuity of Care. It is important to understand how Anthem Blue Cross will evaluate a continuity of care application.

- A Continuity of Care Request Form must be completed and signed by the Anthem Blue Cross member. You can download the form and [Anthem Blue Cross requirements and procedures](#).
- If you have out-of-state Blue Cross please call the number on the back of your insurance card.
- A form is also attached to this email and may be copied and distributed to patients.
- The Request Form must be faxed directly to Anthem Blue Cross 1-877-214-1781.
- Or, members may call the Member Services number on the back of their membership card and complete the request by phone.
- If you plan to apply for Continuity of Care assistance we encourage to apply as soon as possible.