Dignity Health Sacramento termination
Frequently asked questions

Anthem Blue Cross (Anthem) has engaged with Dignity Health Sacramento to renegotiate their hospital contract. Unfortunately, an agreement has not been reached, and effective April 1, 2015, the following hospitals are no longer contracted with Anthem:

- Mercy General Hospital
- Methodist Hospital of Sacramento
- Mercy San Juan Medical Center
- Mercy Hospital of Folsom

The Department of Managed Health Care issued an approval to allow Anthem to redirect members enrolled in Medi-Cal Managed Care (Medi-Cal) to other participating hospitals from Dignity Health Sacramento which are as follows:

- Sutter Roseville Medical Center
- Sutter General Hospital
- Sutter Memorial Hospital
- Sutter Davis Hospital
- UC Davis Medical Center

Questions and answers

1. Are Dignity Health Sacramento and Anthem still in contract negotiations?

   Anthem remains open to continuing discussions with Dignity Health. However, as of March 31, 2015, Anthem and Dignity Health Sacramento were unable to reach an agreement acceptable to both parties. Anthem offered to extend the agreement past March 31, 2015, and continue discussions but this offer was not acceptable to Dignity.

   It is important to note that this termination will not impact our members’ access to their coverage or medical care. Access to their benefits remains uninterrupted.

2. Which Medi-Cal products will be affected by the Dignity Health Sacramento termination?

   This termination affects Anthem members who are enrolled in Medi-Cal.
3. **How will Anthem members enrolled in Medi-Cal be affected?**

   Anthem members enrolled in Medi-Cal seeking treatment from a **Dignity Health Sacramento** facility will not be covered unless the visit is an emergency or authorized by Anthem as continuity of care or through a letter of agreement. Unfortunately, Dignity’s compensation requirements for handling continuity of care cases are neither reasonable nor customary at this time, and as a result, Anthem will have to re-direct continuity of care cases as well. The below hospitals will be accepting Anthem members enrolled in Medi-Cal who are within 15 miles of a Dignity Health Hospital:

   - Sutter Roseville Medical Center
   - Sutter Memorial Hospital
   - Sutter General Hospital
   - Sutter Davis Hospital
   - UC Davis Medical Center

4. **Did Anthem notify members about the Dignity Health Sacramento facility contract termination?**

   Anthem issued notices to members who accessed care from a **Dignity Health Sacramento** facility within the last 12 months and to members with an authorization for care at one of the **Dignity Health Sacramento** hospitals. The letters were mailed within five days after the termination date.

5. **Did Anthem notify participating Medi-Cal physicians about the termination?**

   Verbal communication to the primary admitting medical groups have been made. In addition, a letter was sent to each medical group informing them of the termination.

6. **What happens if a member’s physician only has admitting privileges at a Dignity Health Sacramento facility?**

   Anthem notified the admitting provider groups about the potential **Dignity Health Sacramento** contract termination and the need to admit members to other participating hospitals. Since the time of the initial notification, physicians who previously only admitted to **Dignity Health Sacramento** have been asked to make efforts to obtain admitting privileges at another participating hospital and/or the admitting medical groups have already made alternate admitting arrangements. Anthem is working with physicians/admitting groups to gain admitting privileges at an in-network facility. If a member needs assistance in locating a new physician with admitting privileges to a hospital other than **Dignity Health Sacramento**, he or she can call the Customer Care Center at **1-800-407-4627**.
7. What happens to inpatients at Dignity Health Sacramento on the day the contract expires?

If a member is in the hospital after March 31, 2015, the member will continue to receive uninterrupted care at the Dignity Health Sacramento facility until discharged. The member’s benefits during the inpatient stay will not change because of the contract termination with Dignity Health Sacramento.

8. How are emergency services at a Dignity Health Sacramento facility affected following the termination?

Emergency medical services do not require prior authorization, regardless of where these services are delivered. Dignity Health Sacramento facilities must still provide services for our members requiring emergency care.
9. Will Anthem provide completion of covered services/continuity of care to members?

Continuity of care is very important to us. We want to ensure members finish any course of treatment already approved. If a member was in a course of treatment at a Dignity Health Sacramento facility before the contract termination date for one of the conditions listed below, he or she may be eligible to receive continuity of care:

- Member who is in an active course of treatment for an acute medical or behavioral health condition
- Member who is in an active course of treatment for a serious chronic condition
- Member who is pregnant, regardless of trimester
- Member who has a terminal illness
- Member who is a newborn child between the ages of birth and 36 months
- Member who has a surgery or other procedure that has been authorized by the health plan or its delegated provider and is scheduled to occur within 180 days of the contract’s termination

If a member was in a course of treatment at a Dignity Health Sacramento facility for one of the conditions listed above, the member or his or her treating physician may contact the Customer Care Center at 1-800-407-4627.

Unfortunately, Dignity’s compensation requirements for handling continuity of care cases are neither reasonable nor customary at this time, and as a result, Anthem will have to redirect continuity of care cases as well. Anthem will continue attempts to reach a reasonable agreement with Dignity for handling continuity of care. Anthem has also notified the regulators, Department of Managed Care (DMHC) and the Department of Managed Health Care (DHCS), of this challenge.

10. Who should Anthem members contact with any additional questions and/or inquiries regarding the contract termination with Dignity Health Sacramento?

Members should call the Customer Care Center at 1-800-407-4627.