



P.O. Box 70000
Van Nuys, CA 91470

June 17, 2016

«FNAME» «LNAME»
«ADDRESS1»
«CITY», «ST» «ZIP»

Dear Anthem Blue Cross Member:

Our records indicate that you are currently assigned to one of the following **Affinity Medical Groups**:

- Affinity Medical Group-Alameda Region
- Affinity Medical Group-Bay Valley Region
- Affinity Medical Group-Eden/San Leandro Region
- Affinity Medical Group-Rossmoor Region
- Affinity Medical Group-South Bay
- Affinity Medical Group-West County Region

This letter is to inform you that Affinity Medical Groups' contract agreement with Anthem Blue Cross will terminate effective September 1, 2016. As a result, they will no longer be part of the Anthem Blue Cross HMO Network beginning **September 1, 2016**.

There is nothing you need to do. We understand the importance of maintaining the patient/doctor relationship. Every effort will be made to keep you assigned with your current primary care physician if he or she practices with another Anthem Blue Cross participating medical group.

A new Anthem Blue Cross identification (ID) card will be mailed to you no later than five days before the September 1, 2016 effective date. We encourage you to contact your new medical group once you receive your new ID card and familiarize yourself with the medical group. For example, the specialists and hospitals used by the new medical group may be different from those offered by Affinity Medical Groups. You will also be able to use the *Find a Doctor* Internet feature available on anthem.com/ca to see the physicians available to you.

What if I want to select a different doctor or medical group?

Once you receive your new ID card, if you wish to choose another Anthem Blue Cross primary care physician within your area, you can use the *Find a Doctor* feature available at anthem.com/ca, or contact us using the toll-free number on your current ID card.

What if I am currently receiving care from Affinity Medical Groups?

We realize that if you are in a course of treatment it's important to not interrupt that care. Please contact us using the toll-free number on your current ID card if you:

- Are pregnant
- Currently receiving ongoing medical care
- Have a newborn child up to 36 months old who is receiving care
- Have a current authorization for health care services
- Otherwise concerned that this change will disrupt your care

You can request completion of care or ask for further explanation of your rights to continued care. An Anthem Blue Cross Customer Service representative can assist you. Eligibility for continuity of care



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depends on factors outlined in your *Evidence of Coverage* and Anthem Blue Cross' *Continuity of Care Policy*. You can access and print Continuity of Care Policies online by visiting our website, www.anthem.com/ca. At the bottom of the webpage, click on the "Providers" link under "Other ABC Websites." A new webpage will open. Click the "Enter" button. On the "Provider Home" page, click the "Communications" tab along the top of the webpage. On the "Communications" page, click the "Anthem Blue Cross Continuity and Coordination of Care Policies" link. From the Anthem Blue Cross Continuity and Coordination of Care Policies" page, select the policy you would like to view.

Who do I contact if I have more questions or concerns?

Anthem Blue Cross is required by law to provide you with the following information:

If you have been receiving care from a health care provider, you may have a right to keep your provider for a designated time period. Please contact Anthem Blue Cross' customer service department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects HMO consumers, by telephone at its toll-free number, 1-888-HMO-2219, or at a TDD number for the hearing impaired at 1-877-688-9891, or online at: www.hmohelp.ca.gov.

Are my health care benefits changing?

No, your enrollment in your Anthem Blue Cross plan remains the same and is not otherwise affected in any way. As always, if you receive a bill for covered services other than co-payments, co-insurance, or deductibles, please call Anthem Blue Cross Customer Service at the telephone number on your ID card so that it can be reviewed by our staff.

If you are enrolled in a point-of-service (POS) plan and continue to access Affinity Medical Groups after the termination date, you may have significantly higher out-of-pocket costs. Your Evidence of Coverage outlines your coverage for seeking care from a provider who is not part of our network. Also, Customer Service can provide this information.

Your health care needs are very important to us, and we are committed to providing you with exceptional service. Please be assured that your health care coverage will not be interrupted and that this change will not result in a change to your covered benefits.

Si usted necesita asistencia en español, por favor llame al Departamento de Servicio al Cliente de Anthem Blue Cross al número de teléfono gratis en su tarjeta de identificación.

Sincerely,

Anthem Blue Cross



Language Assistance Services

English

IMPORTANT: Can you read this letter? If not, we can have somebody help you read it. You may also be able to get this letter written in your language. For free help, please call right away at 888-254-2721.

Separate from our language assistance program, we make documents available in alternate formats for members with visual impairments. If you need a copy of this document in an alternate format, please call the customer service telephone number on the back of your ID card.

Spanish

IMPORTANTE: ¿Puede leer esta carta? Si no, podemos ayudarlo a leerla. También es posible que reciba esta carta escrita en su idioma. Para obtener ayuda gratuita, llame ahora mismo a 1-888-254-2721.

Chinese (Traditional)

重要事項:您是否能閱讀此信?如果無法閱讀,我們將為您提供專員協助服務。我們也能將此信翻譯成您所使用的語言。欲洽詢免費服務,請立即致電 888-254-2721。

Korean

중요 공지: 이 서신을 읽은 데 어려움은 없으십니까? 만일 어려움이 있다면 이 서신을 잘 읽을 수 있도록 도움을 드릴 수 있습니다. 또한 여러분은 이 서신의 한국어 번역본을 제공받으실 수 있습니다. 이 무료 서비스를 원하시는 분은 지금 바로 888-254-2721 로 전화하십시오.

Vietnamese

QUAN TRỌNG: Quý vị có đọc được lá thư này không? Nếu không, chúng tôi có thể nhờ người giúp quý vị đọc thư. Quý vị cũng có thể nhận thư này bằng tiếng Việt. Để được giúp đỡ miễn phí, xin gọi ngay số 888-254-2721.

Tagalog

MAHALAGA: Nababasa ba ninyo ang sulat na ito? Kung hindi, makakakuha kami ng taong makakatulong sa inyo na basahin ito. Maaari ninyo ring makuha ang liham na ito sa inyong wika. Para sa libreng tulong, mangyaring tumawag kaagad sa 888-254-2721.