

July 25, 2023

Dear [patient name],

I am writing to share important news with you. Salinas Valley Health has been negotiating with Anthem Blue Cross for a fair-minded agreement that allows us to sustain the care we provide. **Our current contract expires on August 1, 2023. Unless we reach a new agreement before then, Salinas Valley Health will be considered out of network for patients covered by Anthem starting on August 1.** This includes care at our hospital, clinics, urgent care centers, and other facilities.

For months, Anthem, which is among the largest and most profitable insurance companies in the country, has refused to pay us fairly for the services we provide, using its size and power to insist that we accept an unfair contract.

To minimize impact to our community, we offered to extend our current agreement through the end of the year. Anthem flatly refused. Anthem's action demonstrates that it continues to put its own interests first, at the expense of its members.

Healthcare providers across the country are experiencing the crushing weight of rapidly rising costs of care caused by inflation, labor shortages and reductions in funding. Salinas Valley Health is no exception. To continue to serve as a reliable source for care in our community, we need sustainable reimbursement from Anthem. Settling for anything less puts the future health of our community in jeopardy.

If Anthem excludes Salinas Valley Health from its network, you have options:

- **You always have in-network access to our *Emergency Department*.** The law protects your access to our emergency room. Visiting our Emergency Department for emergency care will continue to be considered in-network for Anthem members.
- **Apply for *Continuity of Care*.** Patients who are pregnant or undergoing active treatment for a chronic condition may qualify for extended in-network access through Anthem Blue Cross. If you think you may qualify, call the number on the back of your insurance card.
- **Stand up to Anthem and urge them to put patients first.** Call the number on the back of your insurance card and request they maintain in-network access to Salinas Valley Health, to ensure the high-quality care you rely on isn't jeopardized because your insurance company chooses to protect its bottom line first.
- **Consider other health insurance.** We are in-network with many other health plans in our market. If you receive health insurance through your employer, reach out to your benefits manager to urge Anthem to keep Salinas Valley Health in-network. If you acquire coverage independently, consider a plan that includes Salinas Valley Health as an in-network provider.

We are committed to providing you with as much support as possible while we urge Anthem Blue Cross to negotiate in good faith and protect access to the care you deserve and pay premiums for. **Please reach out to us in one of the following ways:**

- Visit www.YouDeserveCoverage.com for more information



- Call our patient information line at 831-202-6870
- Email your questions to coverage@SalinasValleyHealth.com

We are here for you.

Sincerely,

A handwritten signature in black ink, appearing to read "Pete Delgado", written over a light blue horizontal line.

Pete Delgado
President/CEO