

Attention Clients:

Patient First to close to “new patients” enrolled in Anthem and HealthKeepers health plans effective February 2, 2016

Anthem Blue Cross and Blue Shield and Anthem affiliate HealthKeepers, Inc. continue to work to ensure our members have uninterrupted access to the health care services they need through a comprehensive and stable network of providers. Today, we want to share some important information regarding Patient First that may impact your customers beginning next month. Patient First remains a participant in our PAR, PPO, Point of Service and Anthem HealthKeepers networks (including plans our members purchase on or off the Health Insurance Marketplace or the exchange). Despite this, Patient First recently announced its plans to close itself to any Anthem and HealthKeepers members who Patient First considers “**new patients**” beginning February 2, 2016. This would not affect already “established patients.” (Separately, Patient First will no longer participate in our Medicaid/FAMIS network effective February 3, 2016.)

Anthem has been in discussions with Patient First about its plans to close to “**new patients**” who are enrolled in our Anthem and HealthKeepers health plans beginning February 2. Any such closings are in violation of the contractual language contained in our provider agreements with Patient First. It is important to note that Anthem is not requesting that Patient First close to new Anthem and HealthKeepers members.

We have enjoyed a long business relationship with Patient First and regret its decision to refuse to treat **new** Anthem and HealthKeepers patients beginning February 2 despite Patient First’s contractual agreement with us. Patient First states that it has certain financial demands that must be met. We have worked with Patient First to try to negotiate these terms on behalf of our customers. Our current network agreements with Patient First include a fair reimbursement rate for the medical services provided to our customers. We know customers look to Anthem for access to quality, affordable health care.

Unfortunately, despite our good faith efforts, Patient First still plans to refuse treatment to our Anthem and HealthKeepers members who would be considered “**new patients**.” Patient First’s decision has placed Anthem and our members in an unfortunate situation.

How Patient First’s business decision may impact your customers

If Patient First stops seeing “**new patients**” who are enrolled in our Anthem and HealthKeepers health plans beginning February 2, 2016, there are other in-network alternatives in the area. Many services provided at Patient First are available through other network-participating primary care and urgent care providers throughout Virginia. For a complete list, members should visit www.anthem.com for the “Find a Doctor” tool to search our online provider directory or call the customer service number on the back of their Anthem ID cards.

Going forward, we remain hopeful that we can resolve this issue with Patient First. This is a difficult situation for all, and we appreciate your continued support.