Dear Valued Patient:

I want to provide you with an important update on our contract negotiations with your insurer, Anthem Blue Cross and Blue Shield. Only a few weeks remain until our contract with Anthem expires at midnight on September 30.

We continue to meet with Anthem, and our focus remains on renewing this contract to preserve your continued access to Hartford HealthCare’s high-quality and dedicated physicians, hospitals, ancillary services and staff members. To date, we have not yet reached an agreement.

For now, nothing changes. You can continue to receive care with us at in-network benefit rates. However, if we are out of Anthem’s network, you and other Anthem members will pay higher out-of-pocket fees to use Hartford HealthCare services. This is exactly what we’re working so hard to avoid.

We want you to have as much information as possible, so you can understand what might happen if we don’t come to an agreement by September 30. Here is where you can find information, and how you can prepare:

- Please visit our website: www.hartfordhealthcare.org. There, we have answers to frequently asked questions, a list of Hartford HealthCare’s organizations and services that would be affected if we do not reach an agreement, and forms you can use to apply for Anthem’s Continuation of Care benefits.

- If you are in an ongoing treatment program (for example, if you are receiving cancer care), you can request approval to continue to receive services with us at in-network rates under Anthem’s Continuation of Care program. Although Anthem controls the review and approval process, we have provided the forms you need on the website above. You would need to mail or fax the completed request form to Anthem. Hartford HealthCare will continue to accept the rates under OUR existing contract (“in-network rates”) as payment in full for any patients granted Continuation of Care by Anthem.

- If you still have questions, please call our 24-hour toll-free phone line at 800-644-5905.

We understand that these negotiations with insurers can be challenging and we are doing all we can to minimize any disruption. We are honored to serve you and we are doing our best to reach an agreement to protect both the quality of care you deserve and your access to caregivers you trust.

Sincerely,

David A. Whitehead
Executive Vice President