



## Frequently Asked Questions Anthem (Elevance Health) Insurance Coverage

GENERAL							
<b>What are Mercy Health and Anthem's negotiations about?</b>	<p>Mercy Health became out-of-network for Anthem Managed Medicaid patients in Ohio on July 1, 2023. It's unfortunate that this is the current situation; though our contract has expired, we promise to continue doing our part to reach a new agreement with Anthem.</p> <p>Visit <a href="https://mercy.com/elevancehealth">mercy.com/elevancehealth</a> for more information.</p>						
<b>Who does this affect?</b>	<p><b>Only patients in Ohio with Anthem Managed Medicaid as their primary insurance are impacted.</b> As of July 1, our Mercy Health providers and facilities are considered out-of-network for patients with Anthem Managed Medicaid.</p> <p>All other patients with Anthem insurance are not impacted. This includes patients with Anthem employer-provided plans and plans purchased directly from Anthem. (Our patients in Medicare Advantage plans will be considered out-of-network with Anthem on Oct. 1, 2023)</p>						
<b>When do contracts with Anthem expire?</b>	<p>We take a holistic approach to payer relationships and will negotiate across all of our agreements with Anthem, depending on how long negotiations persist. This includes all Managed Medicaid, Medicare Advantage and commercial (employer-sponsored) contracts with Anthem.</p> <p>Mercy Health physician practices throughout Ohio, and Mercy Health hospitals in Cincinnati, Lima, Lorain, Springfield, Toledo and Youngstown <b>are no longer considered in-network</b> for patients who are covered by <b>Managed Medicaid plans</b> with Anthem as their primary insurance <b>effective July 1, 2023</b>.</p> <p>Our contract with Anthem Medicare Advantage in Ohio may expire Oct. 1. Further down the road, commercial contracts could expire.</p>						
<b>Does this affect doctor's offices AND hospitals?</b>	<p>Yes. Effective July 1, Mercy Health physician practices throughout Ohio, and Mercy Health hospitals in Cincinnati, Lima, Lorain, Springfield, Toledo and Youngstown are considered out-of-network for patients with Anthem Managed Medicaid as their primary insurance.</p> <p>Affected practices and facilities include:</p> <table border="1"> <thead> <tr> <th>Market</th><th>Hospitals</th></tr> </thead> <tbody> <tr> <td>Cincinnati</td><td> <ul style="list-style-type: none"> <li>Mercy Health – Anderson Hospital</li> <li>Mercy Health – West Hospital</li> <li>Mercy Health – Clermont Hospital</li> <li>Mercy Health – Fairfield Hospital</li> <li>Mercy Health – Kings Mills Hospital (opening late 2023 or early 2024)</li> <li>The Jewish Hospital – Mercy Health</li> </ul> </td></tr> <tr> <td>Lima</td><td> <ul style="list-style-type: none"> <li>Mercy Health – St. Rita's Medical Center</li> </ul> </td></tr> </tbody> </table>	Market	Hospitals	Cincinnati	<ul style="list-style-type: none"> <li>Mercy Health – Anderson Hospital</li> <li>Mercy Health – West Hospital</li> <li>Mercy Health – Clermont Hospital</li> <li>Mercy Health – Fairfield Hospital</li> <li>Mercy Health – Kings Mills Hospital (opening late 2023 or early 2024)</li> <li>The Jewish Hospital – Mercy Health</li> </ul>	Lima	<ul style="list-style-type: none"> <li>Mercy Health – St. Rita's Medical Center</li> </ul>
Market	Hospitals						
Cincinnati	<ul style="list-style-type: none"> <li>Mercy Health – Anderson Hospital</li> <li>Mercy Health – West Hospital</li> <li>Mercy Health – Clermont Hospital</li> <li>Mercy Health – Fairfield Hospital</li> <li>Mercy Health – Kings Mills Hospital (opening late 2023 or early 2024)</li> <li>The Jewish Hospital – Mercy Health</li> </ul>						
Lima	<ul style="list-style-type: none"> <li>Mercy Health – St. Rita's Medical Center</li> </ul>						

**For patients in Ohio with Anthem Managed Medicaid primary insurance**

*Patients with Anthem employer-provided plans, plans purchased directly from Anthem or those patients where Anthem Medicaid is their secondary insurance are not impacted.*



	<table> <tr> <td><b>Lorain</b></td><td> <ul style="list-style-type: none"> <li>• Mercy Health – Lorain Hospital</li> <li>• Mercy Health – Allen Hospital</li> </ul> </td></tr> <tr> <td><b>Springfield</b></td><td> <ul style="list-style-type: none"> <li>• Mercy Health – Springfield Regional Medical Center</li> <li>• Mercy Health – Urbana Hospital</li> </ul> </td></tr> <tr> <td><b>Toledo</b></td><td> <ul style="list-style-type: none"> <li>• Mercy Health – Defiance Hospital</li> <li>• Mercy Health – Perrysburg Hospital</li> <li>• Mercy Health – St. Anne Hospital</li> <li>• Mercy Health – St. Charles Hospital</li> <li>• Mercy Health – Tiffin Hospital</li> <li>• Mercy Health – Willard Hospital</li> <li>• Mercy Health – St. Vincent Medical Center</li> </ul> </td></tr> <tr> <td><b>Youngstown</b></td><td> <ul style="list-style-type: none"> <li>• Mercy Health – St. Elizabeth Boardman Hospital</li> <li>• Mercy Health – St. Elizabeth Youngstown Hospital</li> <li>• Mercy Health – St. Joseph Warren Hospital</li> </ul> </td></tr> </table>	<b>Lorain</b>	<ul style="list-style-type: none"> <li>• Mercy Health – Lorain Hospital</li> <li>• Mercy Health – Allen Hospital</li> </ul>	<b>Springfield</b>	<ul style="list-style-type: none"> <li>• Mercy Health – Springfield Regional Medical Center</li> <li>• Mercy Health – Urbana Hospital</li> </ul>	<b>Toledo</b>	<ul style="list-style-type: none"> <li>• Mercy Health – Defiance Hospital</li> <li>• Mercy Health – Perrysburg Hospital</li> <li>• Mercy Health – St. Anne Hospital</li> <li>• Mercy Health – St. Charles Hospital</li> <li>• Mercy Health – Tiffin Hospital</li> <li>• Mercy Health – Willard Hospital</li> <li>• Mercy Health – St. Vincent Medical Center</li> </ul>	<b>Youngstown</b>	<ul style="list-style-type: none"> <li>• Mercy Health – St. Elizabeth Boardman Hospital</li> <li>• Mercy Health – St. Elizabeth Youngstown Hospital</li> <li>• Mercy Health – St. Joseph Warren Hospital</li> </ul>
<b>Lorain</b>	<ul style="list-style-type: none"> <li>• Mercy Health – Lorain Hospital</li> <li>• Mercy Health – Allen Hospital</li> </ul>								
<b>Springfield</b>	<ul style="list-style-type: none"> <li>• Mercy Health – Springfield Regional Medical Center</li> <li>• Mercy Health – Urbana Hospital</li> </ul>								
<b>Toledo</b>	<ul style="list-style-type: none"> <li>• Mercy Health – Defiance Hospital</li> <li>• Mercy Health – Perrysburg Hospital</li> <li>• Mercy Health – St. Anne Hospital</li> <li>• Mercy Health – St. Charles Hospital</li> <li>• Mercy Health – Tiffin Hospital</li> <li>• Mercy Health – Willard Hospital</li> <li>• Mercy Health – St. Vincent Medical Center</li> </ul>								
<b>Youngstown</b>	<ul style="list-style-type: none"> <li>• Mercy Health – St. Elizabeth Boardman Hospital</li> <li>• Mercy Health – St. Elizabeth Youngstown Hospital</li> <li>• Mercy Health – St. Joseph Warren Hospital</li> </ul>								
<b>What does it mean for Mercy Health to be out-of-network?</b>	<p>By not compromising on a reasonable contract, <b>Anthem may force you to leave the Mercy Health doctors you know and trust.</b> We promise to continue doing our part to reach a new agreement with Anthem so you can regain access to our doctors.</p> <p>Mercy Health is contracted with all other major Managed Medicaid plans in Ohio and we will continue to serve our patients under their new health plans.</p>								
<b>What can I do?</b>	<p>Call the Ohio Department of Medicaid at <b>800-324-8680</b> to initiate a Just Cause transfer to an alternate Managed Medicaid plan.</p> <p>Mercy Health is contracted with all other major Managed Medicaid health plans in Ohio, so we will continue to serve our patients under their new health plans.</p>								
<b>What if I have a medical emergency on or after July 1, 2023?</b>	<p>You should always go to the closest emergency room if you're experiencing an emergency. Access to our emergency department facilities remains available at no higher out-of-pocket cost to patients for covered emergency services, regardless of network status.</p>								
<b>What if I'm pregnant and/or receiving critical care for a chronic illness that will require care on or after July 1, 2023?</b>	<p>Certain conditions, such as pregnancy or care for chronic or complex illnesses, may be eligible for Continuity of Care, which would provide approved patients the opportunity to continue seeing their current care team at in-network rates, even if Mercy Health is out-of-network with Anthem. <b>Your provider must apply for you.</b> Only Anthem can approve the request so you can continue to see your current care team at in-network rates, even if Bon Secours is out of network with Anthem.</p>								
<b>Isn't this contrary to Mercy Health's Mission?</b>	<p>Our Mission compels us to serve our patients who come to us for care, and that will not change. We will continue to provide safe, compassionate, high-quality care to our patients.</p>								
<b>Where can I learn more information?</b>	<p>Visit <a href="https://mercy.com/elevancehealth">mercy.com/elevancehealth</a> for more information.</p>								
<b>What if I have questions?</b>	<p>Reach out to us with questions by calling <b>888-354-0205</b>.</p>								

**For patients in Ohio with Anthem Managed Medicaid primary insurance**

*Patients with Anthem employer-provided plans, plans purchased directly from Anthem or those patients where Anthem Medicaid is their secondary insurance are not impacted.*