



P.O. Box 4089  
Woodland Hills, CA 91365-4089

April 16, 2009

Dear Anthem Blue Cross Member:

This letter is to inform you that **Moreno Valley Community Hospital** was recently purchased by Kaiser Permanente and is no longer a participating provider in Anthem Blue Cross' network, **effective April 15, 2009**.

Anthem Blue Cross physicians who admit to Moreno Valley Community Hospital have been notified of this development and will arrange for admission of Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company members to alternate facilities. To check the participating status of Anthem Blue Cross facilities, please consult Anthem Blue Cross' website at [anthem.com/ca](http://anthem.com/ca). A partial list of alternate, contracted facilities includes:

- Menifee Valley Medical Center
- Redlands Community Hospital
- Riverside Community Hospital
- San Geronio Memorial Hospital

If you are pregnant, currently undergoing a course of treatment, or if you have a current authorization for health care services, you may be eligible for transition assistance to ensure continuity of care. Please call our toll-free telephone number on your identification card. An Anthem Blue Cross Customer Service representative will be happy to assist you.

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 the 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/PPO 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](http://www.hmohelp.ca.gov).

Emergency medical services do not require pre-authorization regardless of where services are delivered. Members may go to any hospital for **emergency services**, including Moreno Valley Community Hospital. This coverage will be provided according to your policy benefits.

Your enrollment in your Anthem Blue Cross or Anthem Blue Cross Life and Health Insurance Company plan remains the same and is not otherwise affected in any way. If you receive a bill from Moreno Valley Community Hospital that exceeds the amount indicated as the member responsibility on the Explanation of Benefits you receive from Anthem Blue Cross/Anthem Blue Cross Life and Health Insurance Company for services rendered after April 14, 2009, please contact Anthem Blue Cross at the toll free number on your ID card, so that it may be handled appropriately.

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 hospital's purchase by Kaiser Permanente 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