



Anthem Blue Cross and Blue Shield
108 Leigus Road
Wallingford, CT 06492

John Doe
123 Any Street
City, CT 12345

July 30, 2020

John, this is an important update about Hartford HealthCare

We've worked closely and negotiated with Hartford HealthCare for several months to keep them in your health plan's network. We understand how important it is for you to have access to high-quality, affordable care, especially during this public health emergency.

Unfortunately, we have not yet reached an agreement with them. That means we're required to let you know about these negotiations. But we remain hopeful we'll reach an agreement before the current contract ends.

If we don't, Hartford HealthCare will no longer be in your health plan's network starting on **December 1, 2020**. While there are not immediate changes to your health plan, you may pay more for the care you receive from them on or after December 1.

Are you currently in treatment for a medical condition?

Your benefits may continue to cover your care with Hartford HealthCare at the same level as care in your plan's network for a limited time after December 1, if you're receiving care, are admitted to a Hartford HealthCare facility, or have a procedure scheduled before December 1. We will work closely with you to ensure you continue to receive the care you need regardless of the outcome of these negotiations.

What happens next?

We'll continue to negotiate with Hartford HealthCare as part of our mission to keep the quality of your health care high and the cost of your care low. We'll also let you know whether we've reached an agreement with them. Visit [anthem.com/HHC](https://www.anthem.com/HHC) for updates and a list of impacted facilities.

If you have questions, please call the Member Services number on your ID card.

— Your Anthem service team