



BUTTE SCHOOLS

SELF-FUNDED PROGRAMS

Enloe Medical Center has terminated its contract as an Anthem network provider as of November 1, 2018

Note: There is no disruption in coverage for Medicare-eligible retirees covered under BSSP's CompanionCare plan.

Christy Patterson, BSSP Executive Director, met with Enloe representatives on Monday, October 29th, and again urged Enloe to extend the contract while negotiations continued.

Anthem and Enloe representatives also held a face-to-face meeting on Tuesday, October 30th. Anthem presented a revised offer in response to Enloe's revised offer which was forwarded to Anthem prior to the meeting.

Additionally, CalPERS, which covers many other Butte County families through employment with state, county, municipal and local agencies as well as CSU, Chico, sent an advocacy letter to Enloe on October 31st. ([Click here to read CalPERS' letter.](#)) *Note: BSSP's use exceeds CalPERS' with an average of \$8.7 million over the 3 years ended June 30, 2016.*

Anthem did not receive a response, written or otherwise, from Enloe or its representatives; therefore **Enloe's termination notice took effect at 11:59 PM on October 31, 2018.**

What's next? We are hopeful that Anthem and Enloe will continue to negotiate towards a fair and reasonable contract with Enloe as a network provider.

- Watch your email! BSSP will continue to keep you updated as we receive pertinent information regarding Enloe's status under the Anthem network.
- Visit the [BSSP website](#) for FAQ's regarding the Anthem/Enloe termination.
- If your question isn't answered there, please reach out to us at 530-879-7438 or via a reply to this email.

If your urgent procedure or visit has been cancelled despite continuity of care being approved by Anthem, please contact the BSSP office at 530-879-7438.

Contact Member Services/Coastal (800-564-7475) immediately to discuss continuity of care options if you are an Enloe patient and:

- Are in an active course of treatment for an acute medical or behavioral health condition;
- Are in an active course of treatment for a serious chronic condition;
- Are Pregnant, regardless of trimester;
- Have been diagnosed with a terminal illness;

- Have a newborn child (being seen by a Enloe provider) between the ages of birth and 36 months; or
- Have a surgery or other procedure that was authorized by Anthem Blue Cross prior November 1 and is already scheduled to occur by April 30, 2019.

Be sure to ask to speak with a Continuity of Care representative and inform them you would like to complete the necessary paperwork via phone.

Due to the volume of members impacted (remember, this is all of Anthem --- not just BSSP) by Enloe's termination, response time to request for Continuity of Care may be delayed. Please be assured Anthem's Continuity of Care team is working diligently to prioritize requests and members should expect a response within 48-hours prior to a procedure or visit. There is a great deal of complexity that varies case by case, and some members will receive a response more quickly than others. Note that Enloe must also agree to the continuity of care provisions on a case-by-case basis.

For more FAQs, visit the [BSSP website](#).

Important Note When Searching for Alternative Providers

The [Anthem online provider search tool](#) may still list Enloe providers and facilities as "in-network" for a few days. Anthem is working to update the website.

When searching for alternative providers in your area, be sure to ask if they accept Anthem Blue Cross Large Group PPO insurance when calling the office/facility.

Remember! Any increase in the Anthem/Enloe rates as a result of these negotiations will have a direct increase on members' out of pocket costs and premium rates.