



November 2025

Dear Patient,

We are writing today with an important update about Mount Sinai Health System's participation with your Individual NYS Marketplace health insurance plan from Anthem Blue Cross Blue Shield (formerly known as Empire).

As you may know, **Mount Sinai physicians will no longer be in network with Anthem's NYS Marketplace plans beginning Thursday, January 1**, while Mount Sinai hospitals and facilities will no longer be in network with your insurance **beginning Sunday, March 1**.

If you have already selected another insurance plan through the Marketplace for 2026, please disregard this message. Otherwise, if you wish to continue to receive care from Mount Sinai, you can change to a health plan Mount Sinai participates with during the Marketplace Open Enrollment period, which continues through Thursday, January 15. This period gives you the opportunity to enroll in a plan that best suits your needs.

### **What You Can Do Today**

- Visit NY State of Health at [nystateofhealth.ny.gov](https://nystateofhealth.ny.gov) or call **855-355-5777 (TTY: 800-662-1220)** for more information.
- Call Community Health Advocates at **888-614-5400** and ask to meet with a navigator for assistance in finding a new plan.
- View a list of insurance plans Mount Sinai will participate with in 2026 by visiting [ChooseMountSinai.org](https://ChooseMountSinai.org). If you have any questions or need assistance, you may also call our community information line at **833-912-5604**.

### **Continuity of Care**

If you are currently receiving care from certain Mount Sinai-affiliated specialty providers or using specific specialty services, Anthem may continue to cover your care at in-network rates for a period of time through continuity-of-care benefits.

Determinations regarding eligibility and approval for continuity of care are ultimately up to Anthem. Unfortunately, Mount Sinai physician practices do not have access to or influence over these determinations and cannot provide additional information about individual cases.

If you believe you may be eligible for continuity of care, please contact Anthem directly at the number on the back of your insurance card.

Thank you for trusting Mount Sinai with your care.