



December 2025

Dear Patient,

We are writing to remind you of an important change in Mount Sinai Health System's participation with your Individual NYS Marketplace health insurance plan from Anthem Blue Cross Blue Shield (formerly known as Empire). If you have already selected another insurance plan through the Marketplace for 2026, please disregard this message.

Effective Thursday, January 1, Mount Sinai physicians will no longer be in network with Anthem's NYS Marketplace plans. In addition, Mount Sinai hospitals and facilities will no longer be in network with your insurance beginning **Sunday, March 1**. This means that Anthem will no longer cover your care at in-network rates after these dates.

We would like to continue caring for you, and we know how important it is for you to continue to maintain in-network access to the care you trust, so we're reaching out to help you make an informed decision about your care.

Your Options for Continued Access:

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.

- To change plans during the open enrollment period, visit NY State of Health at nystateofhealth.ny.gov or call **855-355-5777 (TTY: 800-662-1220)** for more information.
- To view a list of insurance plans Mount Sinai participates with in 2026, visit ChooseMountSinai.org.

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, subject to applicable law. Unfortunately, Mount Sinai physician practices do not have access to or influence over these determinations and cannot provide additional information about individual cases. **We have been trying to work with Anthem to make the continuity of care process as simple as possible for our patients, but so far, they have not been willing to partner with us on this.**

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. If you have been unable to get a response from Anthem about continuity-of-care coverage, please contact the New York State Department of Financial Services at 1-800-342-3736, or if you live in New York City, please call 1-212-480-6400. You can also file a complaint through the New York State Department of Financial Services at dfs.ny.gov/complaint.

Stay Informed



Visit our website at ChooseMountSinai.org to stay up to date and view answers to frequently asked questions. If you have additional questions or need assistance, you may call us at **833-912-5604**.

Thank you for trusting Mount Sinai with your care.

Para leer esta carta en español, visite nuestro sitio web en ChooseMountSinai.org

如需阅读本信的中文版，请访问我们的网站 ChooseMountSinai.org