



February 2026

Dear patient,

We are writing with an important update about the end of Mount Sinai Health System's participation with Anthem Medicare Advantage insurance plans.

Earlier, we told you that while Mount Sinai doctors would be out of Anthem's Medicare Advantage network starting Thursday, January 1, our hospitals and facilities would remain in network until March 1. After reviewing the contract again with Anthem, we learned this is not the case. **Anthem has informed us that all Mount Sinai doctors, hospitals, and facilities became out of network for Anthem Medicare Advantage plans on January 1.**

We apologize for any inconvenience, and we want to continue caring for you. Below are options to continue your care at Mount Sinai.

### **How to Change Plans**

Between now and Tuesday, March 31, you can make a one-time change to your Medicare election. During this period, you can switch to a new Medicare Advantage plan, or to Original (traditional) Medicare, to protect your covered access to Mount Sinai providers and facilities. Should you choose to make a change during this special enrollment period, your new coverage will begin on the first day of the following month.

#### **For help enrolling in a Medicare Advantage plan that best meets your needs:**

- **Call Chapter at 1-800-434-9925, or go to [AskChapter.org/partners/mount-sinai](https://www.askchapter.org/partners/mount-sinai).** Chapter is an independent, licensed health insurance broker whose experts can walk you through potential choices and help you enroll in new coverage.
- **Call Medicare at 1-800-MEDICARE (1-800-633-4227)** for assistance, or visit Medicare's website at [Medicare.gov](https://www.Medicare.gov).

#### **For help enrolling in a Medicare Part D prescription drug plan with Original Medicare:**

- **Call Medicare at 1-800-MEDICARE (1-800-633-4227)** for assistance, or visit Medicare's website at [Medicare.gov](https://www.Medicare.gov) and use the Plan Finder tool to compare available Stand-Alone Part D plans and enroll in the one that best meets your needs.
- You can also contact your local **State Health Insurance Assistance Program (SHIP)** for help with Medicare. In New York, call 1-800-701-0501. If you are outside New York, visit [shiphelp.org](https://www.shiphelp.org) to find your local SHIP.

Again, we apologize for any stress this situation may have caused you or your family. We value your choice to receive care at Mount Sinai and hope to remain your trusted health care provider in 2026 and beyond.