


**Department of Human Resources
City of New Haven**

InterOffice Memo

To:	All City and B.O.E. Employees
From:	Steve Librandi, Manager of H.R. & Benefits 
Date:	Wednesday, October 5, 2016
Subject:	Update Contract Dispute – Anthem and Yale Medicine Group

As many of you are already aware the City and many of our employees have been notified by Anthem and the Yale Medicine Group (YMG) that Yale Medicine has advised Anthem of its intent to terminate its Anthem participation agreements effective October 7, 2016. This will make YMG a non-participating provider on and after that date and may impact any retirees who are not covered by Medicare and active employees in all our current Anthem health plans.

Please note: This does not impact Anthem's agreement with Yale New Haven Health System which includes Yale New Haven Hospital, Bridgeport Hospital, Greenwich Hospital and Northeast Medical Group.

While it is our understanding that discussions continue between Anthem and YMG in hopes of resolving their issue, we believe it is important to provide this information in the event that they do not reach an agreement by Friday.

1. Attached is the Q & A document prepared by Anthem that many of you may have already received. Of particular importance are Questions 9 through 12 which address what to do if you are currently being treated by an YMG physician.
2. Question 9 refers to a Continuation of Care form, copies of which are available in the Human Resource Office, First Floor 200 Orange Street, New Haven, or by using the following link <http://www.cityofnewhaven.com/Finance/Benefits.asp> , and on the City website by going to the Human Resource page under City Departments and choosing Medical Benefits. You may also contact Anthem Member Services using the number on the back of your ID card. That number is 1-800-233-4947. The fax number and/or address to submit the to Anthem are listed on the form.
3. The Continuation of Care form may be submitted to Anthem to determine if the care you are receiving from an YMG provider will meet the guidelines for continuation of care. If the care does not meet COC guidelines, Anthem will work with you to assist in finding a provider that is participating in the network and can provide his/her care.
4. The following are some examples of the type of medical situations or conditions that would normally qualify for continuation of care with an out-of-network provider:

- Patients in an inpatient setting receiving treatment for acute medical conditions;
- Patients with the diagnosis of cancer receiving surgical or radiation therapy;
- Patients with acute trauma, e.g., trauma/bone fracture care;
- Patients receiving short-term/cyclic chemotherapy;
- Patients receiving immediate post-hospital or post-surgical care;
- Patients with chronic medical conditions for which they are receiving active treatment.
- Patients who are in their second or third trimester of pregnancy or the postpartum period.

5. The following examples generally do not qualify for continuation-of-care benefits with an out-of-network provider:

- Patients with stable chronic conditions for which there is not active treatment;
- Patients with short-term self-limiting diseases, e.g., muscle injuries, bronchitis;
- Patients scheduled for elective surgery.
- Patients in the first trimester of pregnancy.

4. In an emergency you should always go to the nearest emergency room regardless of network status. Benefits for emergency care will not be impacted by the changes;

5. Patients who are inpatient at Yale New Haven prior to Oct 7 and who remain inpatient after the termination date will be provided in-network coverage for any inpatient professional services provided by a Yale Medicine provider.

Anthem has a long-standing relationship with YMG and values the services of the group. We have been assured that they will continue to try to reach an agreement that provides our employees with continued access to the services provided by its practices.

Please feel free to contact the City Human Resource Department directly for more information or with questions or concerns.

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