

*This email was sent to members with an email on file with Anthem on April 18, 2022.*



## We are working with MaineHealth to keep Maine Medical Center in your plan's network

Our top priority is making sure you can get the care you need at an affordable cost. We are disappointed that MaineHealth announced they will remove Maine Medical Center from our care provider network on January 1, 2023. This is almost two years before our contract with them runs out.

### **You can still go to Maine Medical Center for care right now**

It is in your plan's network through December 31, 2022. We are working with MaineHealth and hope to reach an agreement that keeps Maine Medical Center in your plan's network beyond December 31.

### **MaineHealth price increases affect your healthcare costs**

We have worked with MaineHealth for many years. But in the last few years, we have disagreed with them about unauthorized, increased charges at Maine Medical Center. These increases violated our provider agreement with them and have resulted in higher costs for Anthem members and other consumers who receive care there.

We routinely audit billing practices at hospitals in our network. This is part of our commitment to provide you access to quality affordable care. In 2018, an audit showed Maine Medical Center was overbilling for anesthesia and operating room care. We worked with MaineHealth to identify the Anthem members they overcharged. They acknowledged overcharging our members and issued nearly \$20 million in refunds.

Recently, another routine audit found that MaineHealth has again overcharged consumers for care. Anthem and MaineHealth are working with an independent mediator to help resolve this issue.

We are ready and willing to work with MaineHealth. We hope they will join us in working to provide affordable care at Maine Medical Center.

### **You can go to Maine Medical Center if you need emergency care, even if it leaves our network**

Call 911 right away or go to the nearest emergency room (ER) if you are having a medical emergency. If Maine Medical Center is your closest ER, go there. Your plan covers emergency care at your in-network benefit level no matter where you receive it.

### **If you are in ongoing treatment at Maine Medical Center in December, we will work with you**

You can still receive care at Maine Medical Center through December 31, 2022. If we don't reach an agreement with MaineHealth, we will work with you to make sure you have access to the care you need.

**We are here to help**

[Please visit anthem.com/mmc](https://www.anthem.com/mmc) for updates or call the Member Services number on your Anthem ID card.

Thank you for trusting Anthem with your healthcare plan.

— Your Anthem team