

PRESS RELEASE

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For Immediate Release

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INSURANCE COMMISSIONER APPROVES ANTHEM'S TRANSITION PLAN FOR EXETER HOSPITAL

CONCORD, NH – January 13, 2011 - New Hampshire Insurance Commissioner Roger Sevigny today approved the transition plan submitted by Anthem New Hampshire to address the termination of Exeter Hospital from its network. Under the approved transition plan, Anthem has agreed to:

1. Provide assistance to its members as needed to ensure that each of its members has access to a network based primary care physician;
2. Provide special outreach services to members identified as being in need of special transition assistance; and
3. To allow members who are in a course of treatment at Exeter Hospital or with a CORE physician to continue their care beyond March 1, 2011 if this is necessary to avoid a disruption of care.

Before approving the transition plan, the Insurance Commissioner obtained assurance from Anthem that it would take all steps necessary to ensure that its members' access to health care would not be compromised. Anthem has committed to locating a new primary care physician for any members affected by the termination of the CORE physicians. The Insurance Commissioner has obtained a commitment from Anthem that it will take the steps required to ensure that each of its impacted members has access to a primary care physician located no more than 15 miles or a 30 minute drive from the member's residence.

Under the approved transition plan, Anthem also agreed to identify and provide outreach services to its members with a high need for services at Exeter Hospital. Anthem has informed the Commissioner that it will contact each member that is identified as having a "high need" to discuss care options and to provide the member with names and contact information of Anthem in-network providers. If the member requests assistance, Anthem will make contact with the physicians on behalf of the member to ensure that the member's course of treatment is not disrupted by the termination of Exeter.

Anthem will also provide continued coverage at Exeter Hospital or comparable coverage at a network facility, depending on the member's medical needs, for members who are presently undergoing a course of medical treatment for an ongoing condition. Anthem has agreed that any member who is currently in a course of treatment at Exeter Hospital or receiving treatment from a CORE provider, who will no longer be in Anthem's network, can request that care be continued after March 1, 2011. Anthem has advised the Commissioner that it will immediately review all requests for continued care and will work with its members to determine if continued care at Exeter is required to avoid disruption of care. Toll free numbers are available for Anthem members to ask questions or obtain assistance relative to the Exeter termination. The general number for Anthem's Managed care members is 1-800-870-3057. Anthem's approved transition plan, as well as Anthem's Frequently Asked Questions document are available on the department's website at www.nh.gov/insurance/consumers/index.htm.

In no event will benefits for emergency care be impacted by the termination of Exeter Hospital from Anthem networks. Anthem members who have a medical emergency will be able to go to the nearest emergency facility to seek care and Anthem will provide full coverage for the emergency services received.

The New Hampshire Insurance Department has an e-mail address to receive complaints or concerns regarding the transition of care resulting from the termination of Exeter from Anthem's network. All complaints or concerns should be sent to the following address: consumerservices@ins.nh.gov. Telephone calls should be directed to the Insurance Department's main number: 603-271-2261 or 800-852-3416.