

Empire Blue Cross Blue Shield

To Our Valued Patients,

This notification is to inform you that all our Urgent Care centers have been "in-network" with Empire BCBS since the day we opened. On January 1, 2024, Empire BCBS merged with Anthem BCBS. We were advised this would not change our status and we would remain in-network with Anthem. However, we recently learned that Anthem has been incorrectly processing many of our medical claims as "out-of-network" since their merger.

To be clear, we are still in-network with BCBS. But, some claims are processing incorrectly as out-of-network. This issue is being experienced by many urgent care in the state. If you or a family member visited one of our centers after January 1, 2024, Anthem may have assigned you an incorrect copay or deductible amount. It is also possible that they may have denied your claim entirely.

We've been working with Anthem to correct their error. Affected claims will be reprocessed as Anthem's systems get updated. If your medical claim was processed incorrectly, Anthem will correct the claim and reassign the appropriate cost share amounts. You should get notified with a new Explanation of Benefits directly from Anthem in the next few weeks. If you overpaid as a result of Anthem's error, you are entitled to a refund of the overpayment.

We sincerely apologize for this inconvenience.

If you believe your claim after January 1, 2024 was affected and have questions, feel free to email or call our billing customer service representatives.

We thank you for trusting us with your care.

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