



**Northern Valley
Indian Health**
Your Health. Our Mission.

IMPORTANT NOTICE

Dear Patients:

We have been informed that as of November 1, 2020 Enloe Medical Center will end their contract with Anthem Blue Cross Medi-Cal Managed Care/River City Medical Group (RCMG). Therefore, if you have recently been referred to Enloe Medical Center for health care services and have Anthem Blue Cross/RCMG as your Medi-Cal Managed care health plan, we advise that you review your insurance contract or contact Anthem Blue Cross/RCMG to determine if your benefits may be impacted by going to Enloe Medical Center. Enloe Medical Center may deny services to patients with Anthem Blue Cross/RCMG health plan, even if the referral to Enloe Medical Center is authorized by Anthem Blue Cross/RCMG. You can confirm the participation status of medical providers by contacting your current coverage program at the number on your health care ID card.

Please note that if you do not have out-of-network benefits under the terms of your benefit plan, and you receive services from a non-participating provider, you may be responsible for the entire cost of out-of-networks services. It is your responsibility to initiate this process with your Medi-Cal health plan provider.

You can call a Health Care Options (HCO) representative at 1-800-430-4263 (press zero to bypass prompts) for assistance in making a health plan change. You may also call Enloe's Patient Financial Services representative at (530) 332-6300.

Failure to meet your insurance requirements may result in partial or complete denial of insurance benefits for which you may be held financially responsible.

We look forward to continue to provide you healthcare services.

Northern Valley Indian Health, Inc.

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