



Dear Patient –

We want to update you on the contract status between Northside Hospital and Anthem Blue Cross Blue Shield. ENT of Georgia North utilizes the same contracts that Northside Hospital uses.

In a major victory for hundreds of thousands of Georgians, the Superior Court ruled to temporarily stop a threatened termination of health care coverage by Anthem Blue Cross Blue Shield.

The decision enables Anthem members who seek care at Northside’s hospitals, clinics, and physician practices to remain fully covered and in-network for 30 days (with a possible extension) while the parties work towards a long-term resolution.

Why did Northside take this action?

Northside has been working cooperatively with Anthem to establish a new agreement between our organizations. Although our agreements with Anthem were not up for renewal and were not set to expire, Anthem unilaterally and without cause terminated those agreements.

To support its patients, Northside petitioned the courts to protect the patients’ rights to choose their doctors and hospitals. Anthem is trying to remove your doctors and facilities from the Anthem network during a pandemic. If Anthem does this, you and hundreds of thousands of Georgians would lose access to trusted doctors and health care resources. You would be forced to seek important care at other facilities which are themselves overwhelmed with a surge of patients.

Why is Anthem doing this?

Anthem indicates they’re doing this to lower employer and patient costs but at the end of the day, Anthem is a for-profit, publicly traded company that is beholden to its shareholders. Through the course of these negotiations, Northside has offered solutions to drive down costs and address Anthem’s key expressed concerns while ensuring Northside can continue to provide the highest standards of care our patients expect.

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Pediatric & Adult
Otolaryngology
Endoscopic Sinus Surgery
Head and Neck Surgery
Swallowing & Voice
Disorders
Facial Cosmetic Surgery

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Anthem says they’re taking these actions on behalf of their customers when in fact they are actively disrupting the relationship that exists between patients and their doctors. This is why Northside sued Anthem. We want to prevent that disruption from happening at a time when your ability to access your doctors and hospitals is so critical.

What does this mean for you?

This means that as an Anthem member you can continue to receive health care services at any Northside location or physician practice on an in-network basis after January 1. In the meantime, Northside will continue its discussions with Anthem, with the intention of reaching a long-term agreement that provides the best benefits to you and your family.

What can you do?

Your voice remains important to ensure that your rights to choose your physicians and hospitals are protected. We encourage you to continue to share your concerns with any or all of the following:

- Anthem at 1-800-874-2594 or dial the Member Services number on the back of your card
- Department of Insurance Consumer Complaints at 404-656-2070, press #1 or Consumer@oci.ga.gov
- Employer Human Resources Department
- Department of Community Health at 404-656-4507 or DCH.georgia.gov/contact-DCH
- State and local government representatives

Where can I find more information?

You can find more information at northside.com/anthem.

Sincerely,

ENT of Georgia North