

Effective 8/25/2021, your Insurance will change to Anthem Blue Cross!

Here are some questions you might be asking:

What does this change mean for me? On or after 8/25/2021, for any medical services provided away from campus, please be sure to verify that the doctor, urgent care center, or hospital is in the **Blue Cross PPO network**.

For **Fall 2021 term**, a student health center referral will **NOT** be required before seeking services away from campus. Once the Student Health Center is fully open, you will need to visit the student health center for a referral before accessing care away from campus, except in a very serious or life-threatening emergency.

To find contracted Blue Cross doctors, please download the Sydney Health Mobile App or call Anthem Customer Service at 800-888-2108.

When using Blue Cross PPO providers, you will have a \$25 office and specialist visit copayment, \$25 urgent care visit copayment and a \$50 emergency room copayment when using contracted Blue Cross PPO providers.

Can I use my current ID card on or after 8/25/2021? No. You will need to download a new ID card for use away from campus. Once you are enrolled in the plan, please download the Sydney Health Mobile app or create your account by visiting www.anthem.com/ca/register. On the “Select Identification Type” please select “Student ID” and enter your school student ID number. Complete the remaining fields of first and last name and date of birth to complete your account registration. Once created, you will be able to access your medical ID card, access information regarding your benefits and claims and search the provider directory.

What if I am currently undergoing treatment for a serious medical condition and my doctor is not a member of Blue Cross? If you are currently being treated for a serious medical condition by a doctor not contracted with Blue Cross, you may complete a Transition of Care application. Once completed and submitted, your application will be reviewed, and you will be notified of the result. If approved, you will be able to continue to see that provider until the condition is resolved. These claims would be covered as In-network. If the transition of care is not approved, you are able to continue to use that provider on an out-of-network basis; however, your out-of-pocket costs will be higher. You may download a Transition of Care form at www.4studenthealth.com.

For more information about the new medical plan, please visit www.4studenthealth.com/smc. If you have any questions, contact Kari Mendoza with Relation Insurance Services at 310-566-2065.