

Colorado | Anthem Blue Cross and Blue Shield | Commercial

October 1, 2025

**Subject: New Commercial Facility Administrative Policy: Use of a Nonparticipating Care Provider**

Dear Provider:

To support patient care, and to help reduce out-of-pocket expenses for our members, it is essential that members are directed to care providers participating in our Anthem network.

As a participating facility in Anthem's care provider network, your role in guiding members to in-network care providers is vital in ensuring members receive high-quality, cost-effective, and coordinated care. This helps protect members from unexpected costs that arise when receiving care from nonparticipating care providers in the facility-based setting. As such, Anthem is implementing the following new policy effective January 1, 2026: Facility Administrative Policy: Use of a Nonparticipating Care Provider. Participating facilities that have nonparticipating care providers rendering services to Anthem members in an inpatient or outpatient, facility-based setting may be subject to the following corrective measures:

- An administrative penalty equal to 10% of the allowed amount of the facility's claim that involves the use of nonparticipating care providers; and
- Potential termination from Anthem's networks

As a reminder, participating facilities may not balance-bill members for any such reduction in payment.

The Facility Administrative Policy: Use of a Nonparticipating Care Provider encourages and prioritizes care to be delivered by participating care providers when a member receives services in a facility-based setting. Exceptions include:

- Emergency services.
- Cases where Anthem has granted prior approval for use of a nonparticipating care provider in the facility-based setting.
- Instances when no participating care provider is available to render the same services within the same geographic area.

Please refer to <http://anthem.ly/3KoPcLH> for details.

The information above will be reflected in the next provider manual update.

If you have any questions, contact your contract manager or contact Provider Services via the number on the back of our member ID card.

Sincerely,

A handwritten signature in black ink, reading "Erica Kloehn". The signature is written in a cursive, flowing style. The letters are connected, and the overall appearance is that of a personal or professional signature.

Erica Kloehn  
Regional Vice President, Provider Solutions  
Anthem Blue Cross and Blue Shield