

Commercial — Facility Administrative Policy: Use of a Nonparticipating Care Provider

Colorado • Connecticut • Georgia • Indiana • Kentucky • Maine • Missouri • Nevada • New Hampshire • Ohio • Wisconsin | Anthem Blue Cross and Blue Shield | Commercial

Effective January 1, 2026, participating facilities that continue to use nonparticipating care providers who do not have a contract with Anthem and provide services to our members in an inpatient or outpatient facility setting may be subject to corrective measures, which can include:

- An administrative penalty equal to 10% of the allowed amount of the facility's claims that involve the use of nonparticipating care providers.
- Potential termination from Anthem networks.

We are committed to ensuring the appropriate use of nonparticipating care providers in the facility-based setting for the care of our members. This is especially important when a member receives care at a facility during an inpatient stay or an outpatient procedure, and that facility uses a nonparticipating care provider for any component of the member's care.

The Facility Administrative Policy: Use of a Nonparticipating Care Provider encourages and prioritizes care to be delivered from participating care providers when a member receives services in the 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.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Community Care Health Plan of Nevada, Inc. and Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In 17 southeastern counties of New York: Anthem HealthChoice Assurance, Inc. and Anthem HealthChoice HMO, Inc. In these same counties, Anthem Blue Cross and Blue Shield HP is the trade name of Anthem HP, LLC and Anthem Blue Cross and Blue Shield Retiree Solutions is the trade name of Anthem Insurance Companies, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. Anthem Blue Cross and Blue Shield and its affiliate Healthkeepers, Inc. serve all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI). BCBSWI underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

- Instances when no participating care provider is available to render the same services within the same geographic area.
- Rural hospitals, as defined by the Health Resources & Services Administration (HRSA).
- Critical access hospitals, as defined by the Centers for Medicare & Medicaid Services (CMS).
- Safety-net hospitals, defined as hospitals at or above the 75th percentile of the proportion of Medicare beneficiaries who are dually eligible for Medicare and Medicaid across all acute care hospitals.

Please note that participating facilities may not balance bill members for the administrative penalty applied to the facility claim for services involving nonparticipating care providers in these situations.

Participating facilities may contact us for a list of participating care providers by calling Provider Services via the number on the back of our member ID card.

Revision history

Revision	Revision Date
Initial approval	10/01/2025
Updated exceptions (<i>effective 01/01/26</i>)	01/13/2026