

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

California | Anthem Blue Cross | Commercial

The following policy applies to claims associated with members of self-funded plans, including ASO plans.

Effective June 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.

The penalty will apply only to claims associated with members of self-funded (including administrative services only [ASO]) plans. 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.
- 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	March 1, 2026