



Continuation of Care Form

GENERAL INFORMATION ABOUT TRANSITION ASSISTANCE PROGRAM

Purpose of Continuation of Care

Transition Assistance is a process that allows continued care for members when:

- Their primary medical group, IPA, PPO provider, hospital, or other provider is terminated from the participating provider network.
- They are a new enrollee in an Anthem plan (except members with an Individual contract) and their treating provider is not part of the participating provider network.
- Continuity of care is at risk for reasons over which the member has no control.

Please Note: If you require ongoing care for any chronic condition and you are not in an acute phase of your illness, one requiring a special course of treatment, you should select an in network provider to meet your ongoing health care needs and you do not need to complete this form. If you need assistance selecting a new provider you should contact your Anthem Customer Service.

Completing the Continuation of Care Form

You may request Continuation of Care if:

- If you are in an active course of treatment for an acute medical condition or a serious chronic condition. **An acute medical condition** is a medical condition that involves a sudden onset of symptoms due to an illness, injury or other medical problem that requires prompt medical attention and that has a limited duration. **A serious chronic condition** is a medical condition due to a disease, illness, or other medical problem that is serious in nature and that persists without full cure or worsens over time or one that requires ongoing treatment to maintain remission or prevent deterioration. Completion of covered services may be provided for a period of time necessary to complete a course of treatment and to arrange for a safe transfer to another provider;
- If you are in an active course of treatment for any behavioral health condition;
- Pregnant, regardless of trimester;
- You have a terminal illness;
- You have a surgery or other procedure that has been authorized by the previous plan or its delegated provider and is scheduled to occur within 180 days of the effective date of coverage for a newly covered enrollee.

Please send completed forms to the following:

- Address: Anthem BCBS National Accounts
1831 Chestnut Street
St. Louis, MO

Attn: Mercer Health Advantage Accounts Medical Management
Mail Drop: MOM905-A540
- Customer Service Phone Number: **1-866-878-6177**
- Fax Number: 866 205 5014
- Secure Email: MHAReferrals@ChooseHMC.com

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: 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 Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is 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), 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 and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.



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To help ensure that your care is not disrupted, please complete the entire form below. *Only complete this form if you are receiving ongoing care or are scheduled for care. **For Medical Care:** If you are currently in a PPO or EPO and are changing to an Anthem PPO or EPO and your current medical provider is in our network, or if you are in a HMO and are changing to an Anthem HMO and will stay in your current Medical Group or IPA, you do not need to complete this form. **For Behavioral Health Care:** If you are changing plans and your provider is not in the Anthem network, please complete this form.*

Fill out the form completely, and do not leave any blanks. Please complete a separate form for each family member who needs to have care transitioned to another provider.

Subscribers' Name* _____ Subscriber's ID # _____

Employer _____ Date Active with Anthem _____

Patient's Name* _____ Relationship to Subscriber* _____

Home Phone#* _____ Cell Phone # _____

Work Phone # _____ Ext: _____ Date of Birth* _____

Hospital or Provider's name, address and phone number*: _____ Circle the type of terminating plan:
HMO, PPO, EPO, CDHP

Diagnosis (include pertinent history and physical findings,)* _____

1. Do you have an upcoming appointment to see a specialist? Yes/No

If yes, please provide the applicable information below.

Specialist Type	Provider Name* (last, first)	Provider/Hospital Address & Phone Number*	Date of Office Visit	Reason
Heart Specialist				
Lung Specialist				
Blood or Cancer Specialist				
Neurologist				
Infectious Disease Specialist				
Kidney Specialist				
Behavioral Health Specialist				

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Orthopedic Specialist				
Obstetrician for pregnancy Due Date: Hospital for delivery:				
Other: Please be specific				

*Required Fields

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2. Are you currently receiving any of the following services? Yes/No

Services	Facility or Company, Medical or Behavioral Health Provider
Clinical Laboratory	
Oxygen	
IV Medication/Chemotherapy	
Physical Therapy	
Radiation Therapy	
Home Therapy	
Rehab Treatment	
Organ or Stem Cell/Bone Marrow Transplant	
Medical Equipment	
Medication Management for a Behavioral Health condition	
Dialysis	

3. Do you have any hospitalizations, surgeries or procedures scheduled? Yes/No

Date _____ Type of Surgery/Procedure _____

Name/Phone Number of Physician performing surgery/procedure _____

Hospital/Facility _____

4. Have you been admitted to the hospital or seen in the emergency room in the past 6 months? Yes/No

Reason _____ Hospital _____

Date(s) of Service _____

5. Other Needs _____

I hereby authorize the above provider to give select a name based on region performing UM/BH management with any and all information and medical records necessary to make an informed decision concerning my request for Transition of Care. Benefits under select name based on region. I understand I am entitled to a copy of this authorization form. I also authorize Anthem BlueCross BlueShield to leave confidential information on my voice mail at the following number(s) listed above, please check all that apply: Home

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<input type="checkbox"/> Cell <input type="checkbox"/> Work <input type="checkbox"/> Do NOT leave confidential information on my voice mail	
Signature of Patient if 18 or over*	Date
Signature of Parent or Guardian if Patient is under 18 over*	Date

*Required Fields

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