

July 9, 2020

Dear City of La Crosse Health Plan Participants:

We would like bring to your attention a recent service issue that has affected some plan participants with some claims being processed incorrectly over the last couple of months. We have learned that in-network claims for some physicians at hospitals/clinics are being processed showing as in network on your Explanation of Benefits (EOB) statement but paying as an out-of-network claim incorrectly. We are in the process of getting this resolved and once complete we will reprocess any impacted claims. If impacted, you will receive a new Explanation of Benefits statement showing updated payment details.

In the meantime, if you have any issues, please contact customer service at 1-833-578-4439. We will assist and if needed reach out to any providers on your behalf.

Anthem Blue Cross and Blue Shield and the City of La Crosse staff work hard to make sure your plan works as smoothly as possible. We appreciate you as a member and take customer service seriously.

If you have any questions or concerns, please call the member services number on the back of your ID card.

Sincerely,

Anthem Blue Cross and Blue Shield

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