

IMPORTANT NOTICE: Patient First refuses to see “new patients” enrolled in Anthem and HealthKeepers health plans effective February 2, 2016

Anthem Blue Cross and Blue Shield and HealthKeepers, Inc. continue to work to ensure our members have uninterrupted access to the health care services they need through a comprehensive and stable network of providers. We want to share some important information regarding Patient First that may impact some of our members beginning **February 2, 2016**. Patient First remains a participant in our PAR, PPO, Point of Service and HealthKeepers networks (including plans our members purchase on or off the Health Insurance Marketplace or the exchange). Despite this, Patient First is refusing to see any Anthem and HealthKeepers members who Patient First considers “**new patients**”— effective February 2, 2016. This would not affect already “established patients.” In its correspondence, Patient First is defining “new patients” as anyone who has never been seen at a Patient First location. If a member has received care at a Patient First in the past, he or she should not be turned away. (Separately, Patient First will no longer participate in our Medicaid/FAMIS network effective February 3, 2016.)

Anthem has been in discussions with Patient First about its refusal to see “**new patients**” who are enrolled in our Anthem and HealthKeepers health plans beginning February 2. It is important to note that Anthem is not requesting that Patient First refuse to see new Anthem and HealthKeepers members. Rather, this was a decision Patient First made. Additionally, Anthem has not reduced the amounts that we pay to Patient First.

We have enjoyed a long business relationship with Patient First and regret its refusal to see **new** Anthem and HealthKeepers patients despite Patient First’s contractual agreement with us. Patient First states that it has certain financial demands that must be met. We have worked with Patient First to try to negotiate these terms on behalf of our customers. Our current network agreements with Patient First include a fair reimbursement rate for the medical services provided to our customers. We know customers look to Anthem for access to quality, affordable health care.

Unfortunately, despite our good faith efforts, Patient First still plans to refuse to see Anthem and HealthKeepers members who the practice considers to be “**new patients**.” Patient First’s decision has placed Anthem and our members in an unfortunate situation; however, we are willing to continue discussions with Patient First.

How Patient First’s business decision may impact our members

Since Patient First has now started to turn away “**new patients**” who are enrolled in our Anthem and HealthKeepers health plans, there are other in-network alternatives in the area. Many services provided at Patient First are available through other network-participating primary care and urgent care providers throughout Virginia.

Please refer to a partial list of alternatives at the end of this notice. For a complete list, members should visit www.anthem.com for the “Find a Doctor” tool to search our online provider directory or call the customer service number on the back of their Anthem or HealthKeepers ID cards.

Going forward, we remain hopeful that we can resolve this issue with Patient First, and we will provide updates as they become available. This is a difficult situation for all, and we appreciate your continued support.

PPO and HealthKeepers Providers – Urgent Care Centers (Central Virginia)

First Med, Inc.	125 Riverbend Drive, Suite 3	Charlottesville	22911
Med Express Urgent Care - Pantops	260 Pantops Center	Charlottesville	22911
Med Express Urgent Care Charlottesville Seminole Square	1149 Seminole Trail	Charlottesville	22901
HealthCare Plus	436 Claremont Ct, St 100	Colonial Heights	23834
Fredericksburg Walk in Medical	4117 Plank Road	Fredericksburg	22407
Medic One Clinic	3429 Jefferson Davis Hwy	Fredericksburg	22401
Medic One Clinics	10514 Wakeman Drive	Fredericksburg	22407
NextCare Urgent Care	330 White Oak Road	Fredericksburg	22406
NextCare Urgent Care	16 South Gateway Drive	Fredericksburg	22406
NextCare Urgent Care	5825 Plank Road	Fredericksburg	22407
PrimeCare Urgent and Family Care	2511 Salem Church Road	Fredericksburg	22407
Bon Secours Good Health Express	9851 Brook Road	Glen Allen	23059
Doctor Care	10220 Staples Mill Road	Glen Allen	23060
Kid Med	4687 Pouncey Tract Road	Glen Allen	23059
Gateway Medical Urgent Care	11131 Journal Parkway	King George	22485
Emergency Physicians Immediate Care Centre	6100 Harourside Center	Midlothian	23112
Kid Med Southside	5021 Craig Rath Blvd.	Midlothian	23112
Peds Care After Hours	2937 Fox Chase Ln	Midlothian	23112
Appalachian After Hours Care	1014 Park Ave NW	Norton	24272
Convenient Healthcare	2731 S Crater Road	Petersburg	23805
Concentra Urgent Care	4301 West Broad St	Richmond	23230
Concentra Urgent Care	9211 Burge Avenue	Richmond	23237
Glenside Medical Associates, PC	4000 Glenside Drive	Richmond	23228
Quick Care	9930 Independence Park Dr, #101	Richmond	23233
Richmond Urgent Care	1770 N. Parham Road	Richmond	23229
PrimeCare Urgent and Family Care	9736 Courthouse Road	Spotsylvania	22553
Stafford Urgent Care	422 Garrisonville Rd, St 111	Stafford	22554
AH Convenient Care Clinic	1028 Richmond Ave C	Staunton	24401
AH Convenient Care Clinic	116 Lucy Lane	Waynesboro	22980

PPO and HealthKeepers Providers – Retail Health Clinics (Central Virginia)

Minute Clinic Diagnostic of VA LLC	2221 E Hundred Rd	Chester	23836
The Little Clinic	10800 Iron Bridge Road	Chester	23831
Minute Clinic Diagnostic of VA LLC	1Mcwhirt Loop	Fredericksburg	22406
Minute Clinic Diagnostic of VA LLC	1511 Jefferson Davis Hwy	Fredericksburg	22401
Minute Clinic Glen Allen	11271 Nuckols Road	Glen Allen	23059
The Little Clinic	9000 Staples Mill Road	Henrico	23228
Minute Clinic Mechanicsville	7048 Mechanicsville Tpke	Mechanicsville	23111
Minute Clinic Mechanicsville	9498 Charter Gate Dr	Mechanicsville	23116
The Little Clinic	9351 Atlee Road	Mechanicsville	23116
Bon Secours Fastcare	200 Charter Colony Pkwy	Midlothian	23114
Bon Secours Fastcare	13700 Hull Street Road	Midlothian	23112
Minute Clinic Diagnostic of VA LLC	13180 Midlothian Tpke	Midlothian	23113
Minute Clinic Midlothian-Hull	13800 Hull Street Rd	Midlothian	23112
The Little Clinic	7000 Tim Price Way	North Chesterfield	23225
Minute Clinic Diagnostic of VA LLC	5001 West Broad Street	Richmond	23230
Minute Clinic Diagnostic of VA LLC	3001 Lauderdale Dr	Richmond	23233
Minute Clinic Diagnostic of VA LLC	3514 W Cary St	Richmond	23221
The Little Clinic	3507 W Cary St	Richmond	23221
Minute Clinic Diagnostic of VA LLC	902 Garrisonville Rd	Stafford	22556

PPO and HealthKeepers Providers – Urgent Care Centers (Tidewater/Peninsula)

Sentara Urgent Care	20209 Sentara Way	Carrollton	23314
I & O Medical Ctr	838 Old George Washing Hwy Ste A	Chesapeake	23323
Mt Pleasant Urgent Care and Family Practice	1464 Mt Pleasant Rd, Sts 13 & 14	Chesapeake	23322
Nowcare Greenbrier	725 Volvo Parkway	Chesapeake	23320
Sentara Urgent Care	5659 Parkway Dr, Ste 100	Gloucester	23061
I & O Medical Center	593 Aberdeen Rd	Hampton	23661
MD Express	3321 West Mercury Boulevard	Hampton	23666
Riverside Urgent Care at Hayes	2246 George Washington Hwy	Hayes	23072
CMG/ CareNow Urgent Care Center	86 Harris Road	Kilmarnock	22482
Emergicare Inc.	8708 Sudley Road	Manassas	20110
I & O Medical Ctr	704 Thimble Shoals, Ste 200	Newport News	23606
MD Express	12997 Warwick Blvd	Newport News	23602
Med Point Urgent Care	730 Thimble Shoals Blvd, Ste 110	Newport News	23606
Sentara Urgent Care	747 J. Clyde Morris Blvd	Newport News	23601
TPMG After Hours Care	12655 Warwick Blvd, Suite A	Newport News	23606
Bayview Medical Center	7924 Chesapeake Blvd	Norfolk	23518
Fort Norfolk Plaza Urgent Care	301 Riverview Ave, Suite 100	Norfolk	23510
Nowcare Norfolk	7924 Chesapeake Blvd.	Norfolk	23518
Sentara Little Creek Med Assoc & Urgent Care	1326 East Little Creek Road	Norfolk	23518
Sentara NDC Med Ctr & Urgent Care	850 Kempsville Road	Norfolk	23502
Nowcare Suffolk	3060 Godwin Blvd	Suffolk	23434
Riverside Tappahannock Urgent Care	300 Mt. Clement Park, Ste A	Tappahannock	22560
Doctors On Call	1368 N Great Neck Road	Virginia Beach	23454
Doctors On Call	5232 Providence Road	Virginia Beach	23464
I & O Medical Ctr	1290 Diamond Springs Road	Virginia Beach	23455
Kempsville Primary Medical	5136 Princess Anne Road	Virginia Beach	23462
Minor Emergency and Family Care Center	1368 N Great Neck Road	Virginia Beach	23454
Nowcare Medical Center	1168 First Colonial Road	Virginia Beach	23454
Nowcare Medical Center	6632 Indian River Rd	Virginia Beach	23464
Nowcare Princess Anne	2088 South Independence Blvd, Ste 103	Virginia Beach	23453
Premier Medical	4663 Haygood Rd, Ste 201	Virginia Beach	23455
Sentara Family Medicine Physicians & Urgent Care	3745 Holland Road	Virginia Beach	23452
Sentara Family Medicine Physicians & Urgent Care	2859 Virginia Beach Blvd	Virginia Beach	23452
Sentara Family Medicine Physicians & Urgent Care	816 Independence Blvd, Ste 100	Virginia Beach	23455
The Doctor's In	1788 Republic Road, Ste 400	Virginia Beach	23454
Urgent Care Center Princess Anne	2088 S Independence Blvd, Ste 103	Virginia Beach	23453
First Med of Williamsburg	312 2nd Street	Williamsburg	23185
MD Express	120 Monticello Ave	Williamsburg	23185
New Town Urgent Care	4374 New Town Ave, Ste 100	Williamsburg	23188
Riverside Williamsburg Medical Arts Urgent Care	5231 John Tyler Highway	Williamsburg	23185
MD Express	4740 George Washington Hwy, Ste A	Yorktown	23693

PPO and HealthKeepers Providers – Retail Health Clinics (Tidewater/Peninsula)

Minute Clinic Diagnostic of VA LLC	1329 Kempsville Rd	Chesapeake	23320
Minute Clinic Diagnostic of VA LLC	11458 Kings Highway	King George	22485
Minute Clinic Diagnostic of VA LLC	13000 Warwick Blvd	Newport News	23602
Minute Clinic Diagnostic of VA LLC	5829 High St West	Portsmouth	23703
The Little Clinic	1301 Frederick Blvd	Portsmouth	23707
The Little Clinic	1017 University Blvd	Suffolk	23435
The Little Clinic	5007 Victory Blvd, Suite 2	Tabb	23693
Minute Clinic Diagnostic of VA LLC	1688 Laskin Rd	Virginia Beach	23451
The Little Clinic	3901 Holland Road	Virginia Beach	23452
Minute Clinic Diagnostic of VA LLC	1600 Richmond Rd	Williamsburg	23185

PPO and HealthKeepers Providers – Urgent Care Centers (Northern Virginia)

Doctors Express of Mount Vernon	7609-B Richmond Hwy	Alexandria	22306
My Urgent Care - Hayfield	7598 Telegraph Road	Alexandria	22315
Physicians Treatment Center	816 South Main Street	Amherst	24521
Arlington Urgent Care	601 S. Carlin Springs Road	Arlington	22204
Express Care	1409 S Fern St	Arlington	22202
Simplicity Urgent Care	3263 Columbia Pike	Arlington	22204
NOVA Medical and Urgent Care	21785 Filigree Court	Ashburn	20147
Bristow Urgent Care	10390 Bristow Center Drive	Bristow	20136
Walk In Medical Care	6045 Burke Center Parkway, Ste M	Burke	22015
INOVA Urgent Care Center	6201 Centerville Road, 200	Centerville	20121
Centerville Urgent Care	14001 St Germain Drive	Centerville	20121
INOVA Urgent Care Center	24801 Pinebrook Road	Chantilly	20152
MedExpress Urgent Care Culpeper	1420 South Main St	Culpeper	22701
NextCare Urgent Care	3990 Fettler Park Drive	Dumfries	22025
Urgent Medical Care Center, Inc.	17193 Wayside Drive	Dumfries	22026
Fair Lakes Urgent Care Center	12713 Shoppes Lane	Fairfax	22033
Walk In Medical Center	12011 Lee Jackson Hwy	Fairfax	22033
Walk in Medical Care	9015 Silverbrook Road	Fairfax Station	22039
Fairfax Urgent Care	8191 Strawberry Lane, Suite 6	Falls Church	22042
Falls Church Urgent Care	920-B W Broad St.	Falls Church	22046
Fincastle Family Practice	36 Botelourt Road	Fincastle	24090
Gainesville Urgent Medical Care	7588 Gardner Park Dr	Gainesville	20155
NOVA Urgent Care	6950 Piedmont Center Plaza	Gainesville	20155
Virginia Gateway Urgent Care Center	7516 Iron Bar Lane	Gainesville	20155
CMG Hartfield	9891 General Puller Hwy	Hartfield	23071
My Urgent Care - Lake Ridge	12449 Hedges Run Road	Lake Ridge	22192
NOVA Medical and Urgent Care	51 Catoclin Circle	Leesburg	20176
Lorton Urgent Care	7740 Gunston Plaza	Lorton	22079
Advance Urgent Care	10535 Crestwood Drive, Suite 101	Manassas	20110
Alt Med Medical Center	7524 Diplomat Drive Suite 101	Manassas	20109
Hoadly Medical Care	6356 Hoadly Road	Manassas	20110
INOVA Urgent Care	205 East Hirst Road, Suite 101	Purcellville	20132
INOVA Urgent Care Center	205 East Hirst Rd, #101	Purcellville	20132
Medics USA INC	17336 Pickwick Dr, #A	Purcellville	20132
Concentra Urgent Care	45305 Catalina Court	Sterling	20166
NOVA Urgent Care	21036 Triple Seven Road	Sterling	20165
Dulles Urgent Care	42010 Village Center Plaza Suite 110	Stone Ridge	20105
Emergency USA Family Medical Center	1608 Spring Hill Road	Vienna	22182
INOVA Urgent Care Center	100 Maple Ave East	Vienna	22180
Dalewood Urgent Care	4158 Dale Blvd	Woodbridge	22193
Doctor's Express	4167 Merchant Plaza	Woodbridge	22192
Hillendale Medical Care	13168 Center Pointe Way	Woodbridge	22191
INOVA Urgent Care Center	14605 Potomac Branch Dr, #210	Woodbridge	22191
My Urgent Care - Woodbridge	14527 Jefferson Davis Hwy	Woodbridge	22191
NextCare Urgent Care	12581 Milstead Way, Ste 103	Woodbridge	22192

PPO and HealthKeepers Providers – Retail Health Clinics (Northern Virginia)

Minute Clinic Belle View	1636 Belle View Blvd	Alexandria	22307
Minute Clinic Del Ray	415 Monroe Avenue	Alexandria	22301
Minute Clinic Annandale	7205 Little Rive Tpke	Annandale	22003
Minute Clinic Diagnostic of VA LLC	1201 S Hayes Street	Arlington	22202
Minute Clinic Spout Run	3133 Lee Highway	Arlington	22201
Minute Clinic Diagnostic of VA LLC	10250 Bristown Center Dr	Bristow	20136
Minute Clinic Diagnostic of VA LLC	5652 Pickwick Road	Centreville	20120
Minute Clinic Diagnostic of VA LLC	16712 Jefferson Davis Hwy	Dumfries	22026
Minute Clinic Diagnostic of VA LLC	3063 Nutley Street	Fairfax	22031
Minute Clinic Diagnostic of VA LLC	3921 Prosperity Ave	Fairfax	22031
Minute Clinic Greenbriar	13031 Lee Jackson Hwy	Fairfax	22033
Minute Clinic Fairfax Station	9009 Silverbrook Road	Fairfax Station	22039
Minute Clinic Diagnostic of VA LLC	134 W Broad St	Falls Church	22046
Minute Clinic Gainesville	14380 Mcgraws Corner Dr	Gainesville	20155
Minute Clinic Diagnostic of VA LLC	1062 Elden Street	Herndon	20170
Minute Clinic Landdowne	19305 Ruby Drive	Leesburg	20176
Minute Clinic Dale City	6360 Hoadly Road	Manassas	20112
Minute Clinic Diagnostic of VA LLC	1452 Chain Bridge Road	McLean	22101
Minute Clinic Diagnostic of VA LLC	111601 South Lake Dr	Reston	20191
Minute Clinic Diagnostic of VA LLC	24795 Pinebrook Road	South Riding	20152
Minute Clinic Springfield	8330 Old Keene Mill Rd	Springfield	22152
Minute Clinic Vienna	337 Maple Avenue East	Vienna	22180
Minute Clinic Warrenton	510 Blackwell Road	Warrenton	20186
Minute Clinic Diagnostic of VA LLC	2200 Tacketts Mill	Woodbridge	22192

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