



REDLANDS UNIFIED SCHOOL DISTRICT

Business Services/Risk Management

November 20, 2025

Dear Employee,

We are writing to inform you of an important development regarding your Anthem HMO coverage and the Optum Care Network provider group.

Anthem Blue Cross and Optum Care Network are currently in contract renewal discussions. Optum's current HMO agreement remains in effect through December 31, 2025. However, if a new agreement is not reached, Optum will no longer be part of Anthem's HMO network beginning January 1, 2026.

Anthem has already sent letters to members currently enrolled with an Optum Care Network Primary Care Physician (PCP). This notification, required by DMHC regulations, provides at least 60 days' notice prior to any potential termination.

Good news! If you are currently with an Optum provider, you have the flexibility to change your medical group assignment. Below are some options available to assist you:

- We have reached out to Blue Zones Health/Community Alliance Medical Group, which was added to the Anthem Network effective March 1, 2025. They have many excellent options available for employees in our area. You can find more information about Blue Zones Health/Community Alliance Medical Group on our website ([Risk Management website](#)) or by going to the Blue Zones Health website (www.bluezoneshealth.com).
- You can search for alternative providers using Anthem's online directory (<https://www.anthem.com/ca>). When searching, it is important to select the correct group based on your specific medical plan:
 - **HMO Plan:** Search for "California Care HMO"
 - **DHMO Plan:** Search for "Select HMO"
- As an additional resource, Anthem has provided lists of providers that are not part of the Optum Medical Group. These lists will be available on our website at [Risk Management website](#). Here is what is included:
 - **Redlands Select HMO Network:** All Select HMO Network primary care physicians and specialists in San Bernardino County (excluding Optum). You can filter by city if needed.
 - **Redlands Full HMO Network:** All Full HMO Network primary care physicians and specialists within San Bernardino County (non-Optum), with the option to filter by city as well.
 - **Urgent Care – Full HMO Network:** Includes Optum urgent care centers, with a note indicating they are in-network until 12/31/2025.

Risk Management

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- **Urgent Care – Select HMO Network:** Features Optum urgent care centers, also noted as in-network until 12/31/2025.

Please remember that members should visit urgent care centers affiliated with their assigned HMO medical group unless they are traveling outside the area.

- You can contact Anthem Member Services at the phone number on the back of your member ID card to discuss your options and initiate a medical group change.

If you decide to change your medical group assignment, please note the following timing rules:

- Changes submitted **before the 15th of the month** will be effective immediately, **unless there has been medical treatment** with your current provider.
- Changes submitted **after the 15th of the month** will be effective the **first of the following month**.

Should a new agreement not be reached, and you remain with an Optum provider beyond December 31, 2025, please be aware that Anthem may automatically reassign you to another in-network medical group. While continuity of care options may be available for ongoing treatment during a transition period, services received from Optum providers after January 1, 2026, may result in no coverage or substantially higher out-of-pocket expenses.

Employees may begin receiving new medical cards in December. It is important to look at your medical cards carefully to see who your new provider is. Please verify the provider information on your card and contact the Risk Management Department if you have any questions.

For additional questions regarding provider availability or completion of the Continuity of Care Request, please reach out to Anthem at the number listed on the back of your card.

We are committed to your professional well-being and look forward to supporting you.

Sincerely,



Carianne Mackamul-Covey
Risk and Benefits Manager
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