

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

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Effective January 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's networks.

We are committed to ensuring appropriate use of nonparticipating care providers in the facility-based setting in 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.
- When Anthem has granted prior approval to use a nonparticipating care provider in the facility-based setting.

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.

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Participating facilities may contact us for a list of participating care providers by calling Provider Services at **800-922-3242**.

Revision history

Revision	Date
Initial approval	10/01/2025