

Key statement: Our Medicare Advantage (MA) contract with Anthem will not be renewed after the conclusion of 2026 (this also includes Anthem MyCare). This decision was rooted in our commitment to providing the highest quality care to the people who trust us with their health.

Key points for staff & providers

- **When:** The change takes effect **January 1, 2027**. Patients can continue using their Anthem MA plans through **December 31, 2026**.
- **Why:** Reimbursement from Anthem Medicare Advantage plans has remained well below that of traditional Medicare and inflation, and they did not offer new contract terms that meaningfully addressed the burdens created by their denials and payment reductions.
- **Resources:** We've collaborated with RetireMed, a respected local Medicare adviser, to provide free support to patients who need help switching to traditional Medicare or a participating MA plan.
- We will continue accepting traditional Medicare and several other MA plans.

How to support patients

- Acknowledge that this may be stressful or confusing for them.
- Refer patients to RetireMed. We've partnered with them to help our patients navigate these changes and find new in-network coverage
 - Phone number: (937) 965-0882
 - Website: retiremed.com/ketteringhealth
- Focus on how we are here to help and how this decision supports better long-term care.
- A list of in-network MA plans is available on the [Kettering Health website](#).

Sample script

I understand this is a big change, and we're here to help. We're working with RetireMed, and they can help you switch to traditional Medicare or find a Medicare Advantage plan that is in-network for Kettering Health. I can give you their contact info, or you can visit our website for more resources.

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You will also be provided with literature to share with patients who need support during this transition.