

February 24, 2022

**RE: HMO Specialist Copay Error**

Dear Valued Anthem Member,

Although we at Anthem Blue Cross strive to provide you with excellent customer service, it has come to our attention that you recently received new identification cards (ID Cards) that contain incorrect specialist copay information regarding your benefit plan.

In the coming days you will be receiving new identification cards, which include your correct benefit plan information. Please destroy the previous set and begin utilizing this set of identification cards immediately.

We apologize for this error and any inconvenience this may have caused. If you have any additional questions, please call the customer service number located on the back of your identification card.

Sincerely,

***Anthem Blue Cross***