



# medical continuation of care instructions

**Continuation of care** allows you to continue to receive health care for certain conditions from providers who *do not* participate in your new medical plan's network. You might need continuation of care if you are already in active treatment for certain ongoing conditions on **January 1, 2025**. Examples of conditions eligible for continuation of care might include:

- Be in an active course of treatment for an **acute medical condition**.
- Be **pregnant**, regardless of trimester.
- Have a **terminal illness**.
- Have a **surgery or other procedure** that has been authorized by your previous plan scheduled to occur within 90 days of January 1, 2025.



## medical HMO plan

If a **Chevron Medical HMO Plan** is an available medical plan option in your zip code, you should be aware that continuation of care is *not* available under these plans. An HMO is a health maintenance organization (HMO) medical plan option, so you must visit a provider in the HMO's network, otherwise your services aren't covered.



## chevron medical PPO, HDHP or HDHP basic

These Chevron medical plans are administered by **Anthem**. Research your current provider by contacting Anthem at **1-844-627-1632** to determine network status.

The Medical PPO, HDHP and HDHP Basic are preferred provider organization plans, so you can continue to use any provider you choose, network or out-of-network. However, the deductible and out-of-pocket amounts are lower when you see a provider that is in Anthem's network. If your provider is **not** in the Anthem network, with an approved continuation of care application, you'll have a set amount of time to continue to see your provider *and* continue to receive the network level of coverage for that condition. After that, you will need to choose a physician from within the Anthem network to receive the network level of coverage.

## how to apply with anthem



To qualify for a continuation of care benefit, you *must* apply for it. Anthem will send a letter to you outlining the decision or requesting additional information, if needed.\* You can also contact Anthem to confirm if your request has been received. You must apply **January 1, 2025**, through **March 31, 2025**. [Download the application here >](#)

\* Continuation of care approval does not guarantee a treatment is medically necessary, and it also doesn't mean you are pre-approved for any medical services. All medical services must be medically necessary. Pre-approval by Anthem may still be required. Talk to Anthem to discuss your personal situation.