Anthem Blue Cross Blue Shield Member Frequently Asked Questions

Has Children's Wisconsin been removed from Anthem's network?
No. Children's Wisconsin remains in-network with Anthem today.

Can my child continue receiving care at Children's Wisconsin today?
Yes. Nothing is changing today. Please continue scheduling appointments and receiving care as you normally would.

Why am I receiving this letter now?
We want to provide families with advance notice and information so there is enough time to understand potential impacts and ask questions before the current agreement expires.

What happens if Children's Wisconsin becomes out-of-network?
Your benefits will depend on your specific Anthem plan. Some plans include out-of-network benefits while others provide limited or no coverage outside the network.

Can my child still see Children's Wisconsin providers if they become out-of-network?
If your health plan includes out-of-network benefits, you may still be able to receive care from your Children's Wisconsin providers. Your financial responsibility may be different than it is today.

What is continuity of care?
Continuity of care is a process that may allow members receiving ongoing treatment to continue seeing their current provider for a period of time after a network change occurs.

Do I need to do anything right now?
No. Children's Wisconsin remains in Anthem's network through Dec. 31, 2026, and you can continue to receive care from our providers.

You may want to talk to your employer's Human Resources department to let them know it is important to your family to have access to the care and services we provide.

Who can I contact with questions?
If you have additional questions, you can:

- Call Anthem Member Services at the number on your insurance card.
- Call Children's Wisconsin Patient Financial Services at (414) 266-6262.
- Visit the Children's Wisconsin website at childrenswi.org/anthem-information, which will include any updates to this frequently asked questions document.

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