**Your health care plan ended on December 31, 2015.  
Act now to stay covered.**

Dear <Member first name Member last name>,

We’re writing to let you know that your health care coverage with Anthem Blue Cross and Blue Shield ended on December 31, 2015. You purchased this health plan for 2015 through the Health Insurance Marketplace at **healthcare.gov**, also called the federal exchange. Because of an issue with your Marketplace enrollment information, this coverage cannot automatically continue into 2016. You must renew it to keep it. Because we did not get any information from the exchange that you renewed your plan for 2016, we cancelled your coverage as of December 31, 2015.  
 **Act now to stay covered**  
If you want to stay covered, you need to act now. Call the Marketplace Call Center at **1-800-318-2596** to apply and enroll by February 29, 2016. **Tell the call center representative that you lost your coverage, effective December 31, 2015 because of an issue with your Marketplace enrollment information.** The representative will know what to do, but it’s important that you call as soon as possible.

After you enroll, the start date of your plan can be set back to January 1, 2016. That way, you won’t have any gap in coverage. And by going back to the Marketplace for your coverage, you’ll still be considered for a subsidy to help pay your 2016 premiums.

**Questions?**  
If you need help or have questions about what you should do, call one of our Health Plan Advisors at **1-877-889-2764**. They’ll be glad to talk to you. Our hours are Monday through Friday from 8:30 a.m. to 7:00 p.m. EST. We’d like to continue serving you and help you get a plan that works best for you.

Sincerely,



Carter V. Reid

Vice President, Service Experience