

JULY 19, 2022

2022 HEALTH NOW INSURANCE CLASS ACTION GRIEVANCE

We have received reports that some members are not being covered by Health Now for appointments and procedures in 2022. Additionally, some members are receiving notices from Health Now that their coverage has been or will be terminated.

We are filing a class action grievance about this issue while AHMC works with Health Now to identify and fix the issue.

If you have experienced delays in health insurance bills being paid in 2022 OR been mailed or informed of terminated coverage, please send an EMAIL to Imanuta@nuhw.org and CC judy.saito@ahmchealth.com with the following information:

1. Name
2. Date of Service
3. Health Care Service Provider
4. Any notices or letters indicating terminated coverage.
(e.g., EOB letter, emails, insurance portal information etc.)

It is our understanding that Health Now has a glitch in their system differentiating Anthem and Blue Shield coverage plans, despite there being new insurance ID numbers. AHMC Human Resources is working with Health Now to identify the source of the glitch since it appears to be happening at random.

*For more details or support in your claims, contact NUHW organizer
Lealani Manuta at Imanuta@nuhw.org or (415) 590-0135.*