

NBC Nightly News: Ghost Networks Leave Patients Struggling To Find Care

In “Ghost Networks Leave Patients Struggling To Find Care” (NBC, NBC Nightly News, June 5, 2025), Vicky Nguyen reports on “The Cost of Denial” and the struggle faced by patients when searching for health care providers on their insurance company’s website. Many providers listed as in-network are unavailable, unreachable, out-of-network, or do not accept new patients. Known as “ghost networks,” they can delay a patient’s ability to get diagnosed and treated.

Pollock Cohen partner Steve Cohen, interviewed in the segment, has filed class action lawsuits against Anthem Blue Cross Blue Shield and Carelon Behavioral Health, claiming the company’s ghost networks amount to deceptive advertising by making people think they’re purchasing insurance with an extensive list of in-network providers.

To view the full segment, click on the link below.

[Ghost Networks Leave Patients Struggling To Find Care | NBC News](#)