The University of Akron

How to Get the Most Out of Your Anthem BCBS Plans
October 31, 2019
Value Added Benefits with Anthem

- Preventive Care
- Looking for a doctor
- Registering at Anthem.com
- Discounts Available
- Health & Wellness Resources
- LiveHealth Online
Preventive Care

Did you know that Preventive Care is covered at 100% at NO COST to you on all medical plans?

- Immunizations & wellness visits for children
- Routine Preventive Exam for adults
- Adult Immunizations
- Adult Screenings (ex. Mammogram, PSA)
- Colorectal Cancer Screenings

*Based on HHS guidelines as recommended for age/gender

No deductible. No copayment. No coinsurance. 100% coverage.
Enhanced Personal Care

This program keeps you and your doctor in the know.

It links you with a main doctor, your primary care doctor, who partners in your care in a more personal way.

**Your doctor:**
- Gets to know you, your history and personal situation.
- Connects you to the specialists and services you need when you need them — even after hours.
Finding a doctor in your plan is fast and easy, using the Find a Doctor tool on anthem.com.

You can look up:

- Doctors, hospitals, labs and other health care providers in your area.
- Doctor profiles, their affiliations and patient reviews.
- Directions to pharmacies, urgent care centers and other health care facilities.
Meet **Sydney**- Anthem’s new mobile app

- To find Sydney in the app/play store, you can search for: Sydney, Sydney Health or Anthem.

- You are looking for an icon that looks like this:

- easily toggle between your ID card and your dependent’s ID cards
- Click on the download button in the upper right hand side of the screen to show
- Using the big blue arrow at the bottom of the screen, you can see that members can share their ID card via email, print or right from Sydney
The benefits of registering at www.anthem.com

When you register online, you have great personalized tools to help you:

- Search for doctors.
- Check your claims.
- Estimate your costs.
- Review your medical benefits.
- View your ID card.
- Find discounts and more…
Estimate your costs before you get care

Register online, then use our Estimate Your Cost tool to find out what a test, procedure or other type of care will cost before visiting a doctor.

See the **average costs** for common procedures in almost **400** treatment categories — plus, get quality information for hospital-based procedures.

Compare doctors and facilities based on the **cost and quality-of-care ratings** for these procedures.

**Stay informed** so you can make the right choice for your health and your budget.
Discounts

Visit anthem.com and choose discounts to:

- Save money on healthy products and services for you, your family and your home.

Discounts may apply to weight-loss programs, gym memberships, vitamins, glasses and much more.
With SpecialOffers, you can get discounts on products & services that help promote better health and well-being. It’s just one of the perks of being an Anthem member. Check out how much you can save:
Where to Go When It’s Not a Real Emergency

Faster, less expensive, more convenient

- **Retail health clinic**: good for basic medical services, usually found in a major pharmacy or retail store
- **Walk-in doctor’s office**: doesn’t require an appointment, handles routine care and common family illness
- **Urgent care center**: when someone needs to be looked at right away but isn’t experiencing a severe emergency, most can do X-rays, lab tests and stitches
- **Live Health Online**: for basic medical services, utilize this resource to save yourself time & money!
LiveHealth Online goes where you go

Access LiveHealth Online via smart phone, tablet or computer

The LiveHealth Online app is available on both iOS and Android
LiveHealth Online Medical

- Live, on-demand video doctor visits 24x7/365
- Accessible by smartphone, tablet or computer
- Cost is less than or equal to your office visit
- **Available in all states** with an average wait time of 10 minutes
- Choice of board certified, Anthem network doctors
- Secure and private, HIPAA compliant video visit
- E-prescribing to your pharmacy of choice*
- Available to Anthem members and non-members

*Only non-controlled substances can be prescribed via video doctor visits
LiveHealth Online Medical
Commonly Treated Medical Conditions

- Abrasions, minor wounds
- Acne
- Anxiety
- Asthma
- Allergies/allergic rhinitis
- Back pain
- Cough/Cold
- Depression
- Diabetes/hypoglycemia
- Diarrhea
- Ear pain
- Fever
- Headache/migraine
- Hypertension

- Incontinence
- Influenza/flu
- Insomnia
- Nausea/Vomiting
- Obesity
- Pinkeye and other eye infections
- Rashes/skin disturbances
- Sinus infection
- Smoking cessation
- Sore throat/pharyngitis
- Sprains and strains
- Urinary tract infection
Commonly Treated Behavioral Health Conditions

• Stress
• Anxiety
• Depression
• Relationship troubles
• Parenting issues
• Grief
• Panic attacks
• Coping with an illness
• Bipolar Disorder
• Obsessive Compulsive Disorder
• Post-Traumatic Stress Disorder
Go to www.livehealthonline.com

Click Sign Up
- Add dependents under age 18 to your profile (parent must be present in video for online visit)
- Dependents over age 18 and spouses / partners will create their own profile
Tips and tools to save time and money

Save emergency room (ER) visits for emergencies
If you have a real emergency, go straight to the ER or call 911. Otherwise, consider an urgent care center, retail clinic or walk-in doctor’s office.

See doctors in your plan
Go to doctors in your plan and pay less out of pocket.

Pre-approve hospital services (PPO plans)
Call to pre-approve services before you get stuck with unnecessary charges.

Use the Estimate Your Cost tool to check costs and quality ratings
Comparison shop for health care. Find cost ranges for services with different doctors and check quality reviews.

Save money on stuff that’s good for you
Get discounts on health-related products and services for you, your family and your home.
We’re here to help

You can get your questions answered in the way that works best for you.

• **By phone**: call the Member Services number on your ID card.

• **Online**: register at anthem.com or download the mobile app to chat with a team member.
These policies have exclusions and limitations to benefits and terms under which the policy may be renewed or discontinued. For costs and complete details of the coverage, contact your Benefits Administrator or Anthem Blue Cross and Blue Shield.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare Health Services Insurance Corporation (Compcare) or Wisconsin Collaborative Insurance Corporation (WCIC). Compcare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are the registered marks of the Blue Cross and Blue Shield Association.