



# Simple, smart – and all about you

Get instant access to your health plan info at [anthem.com](http://anthem.com) or with Sydney, our new app

#### Check claims

See what's covered and what you owe.

#### Find a doctor

Look for doctors in your plan.

#### Get discounts

Save on health-related products and services.

#### See benefits

Check what your plan covers and how much you might pay.

#### Get medicine

Refill your prescriptions online.

#### Get your ID card

Share, fax or email your ID card right from your device.

#### Estimate costs

Compare costs and quality for common procedures.

It's easy. Everything you need to know about your Anthem benefits — all in one place. It's simple, personal and all about you.

**You can do more in less time – just log in at [anthem.com](http://anthem.com).**

**Don't forget: You can have your health information at your fingertips anytime through the Sydney mobile app.**





# Sydney Health makes healthcare easier

Access personalized health and wellness information when you need it

With the Sydney Health mobile app, you can access your medical, pharmacy, dental, vision, life, and disability benefits details in one place. Our simple experience makes it easy to find what you need — with one-tap access to benefits information, Member Services, virtual care, and wellness resources. Sydney Health helps you manage your benefits, so you can focus on your health.

## Find Care

Search for doctors, hospitals, and other health care professionals in your plan's network and compare costs. You can filter providers by what is most important to you such as gender, languages spoken, or location.

## My Health Dashboard

Use My Health Dashboard to find information on health topics that interest you, useful health and wellness tips, and personalized action plans that can help you reach your goals.

## Live Chat

Find answers quickly with the Live Chat tool in Sydney Health. You can use the interactive chat feature or talk to an Anthem representative when you have questions about your benefits or need information.

## Virtual Care

You can now conveniently connect with care from the comfort of home. Assess your symptoms quickly with the Symptom Checker, and visit a doctor over text or video chat to receive care through Sydney Health.

## Community Resources

This resource center helps you connect with organizations offering free and reduced-cost programs to help with challenges such as food, transportation, and child care.

## My Health Records

See a full picture of your family's health in one secure place. Use a single profile to view, download, and share information such as health histories and electronic medical records directly from your smartphone or computer.



## Download Sydney Health today

Use the app anytime to:

- Find care and compare costs
- See what's covered and check claims
- View and use digital ID cards



Use your smartphone camera to scan this QR code



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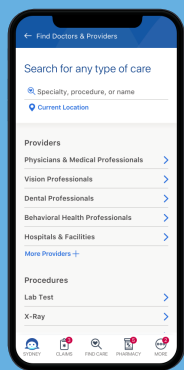
# Connect with the care that's right for you

## The Find Care tool helps you search for doctors/dentists and compare costs

Choosing a provider you trust is important — and choosing one in your plan's network can help keep your costs down. Finding high-quality, cost-effective care is simple when you use the Find Care tool on the Sydney Health mobile app or [anthem.com](http://anthem.com).

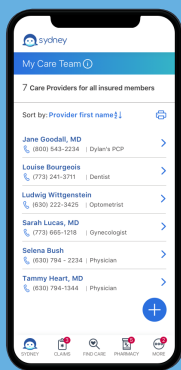
### How to use Find Care

The Find Care tool brings together details about doctors, dentists, hospitals, labs, and healthcare facilities in your plan's network. You can easily compare information such as costs, location, and office hours. You can:



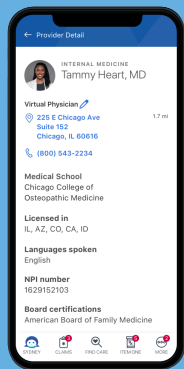
1

Search for providers and facilities in your plan's network by name, specialty, or procedure.



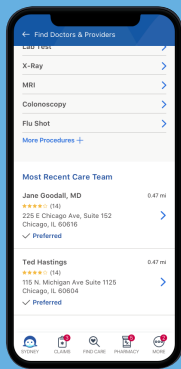
2

Customize the list of providers you see in your search based on factors that are most important to you, such as languages spoken, affiliated hospitals, and location.



3

Review details about doctors/dentists such as their specialties, gender, educational background, and contact information.



4

Choose a doctor/dentist from the list to review their patient ratings and compare costs for services.

### Choose with confidence

You can start using **Find Care** by downloading the Sydney Health app to your mobile device or logging in to [anthem.com](http://anthem.com). Select **Find Care** and the Find Care tool will guide you through the steps.

### We're ready to help you

The Find Care tool empowers you to take control of your healthcare by helping you connect with high-quality care options. If you have questions, you can reach us using the interactive chat feature on the Sydney Health app or through the Message Center on [anthem.com](http://anthem.com).



Download Sydney Health today to find a provider that's right for you



Use your smartphone camera to scan this QR code.



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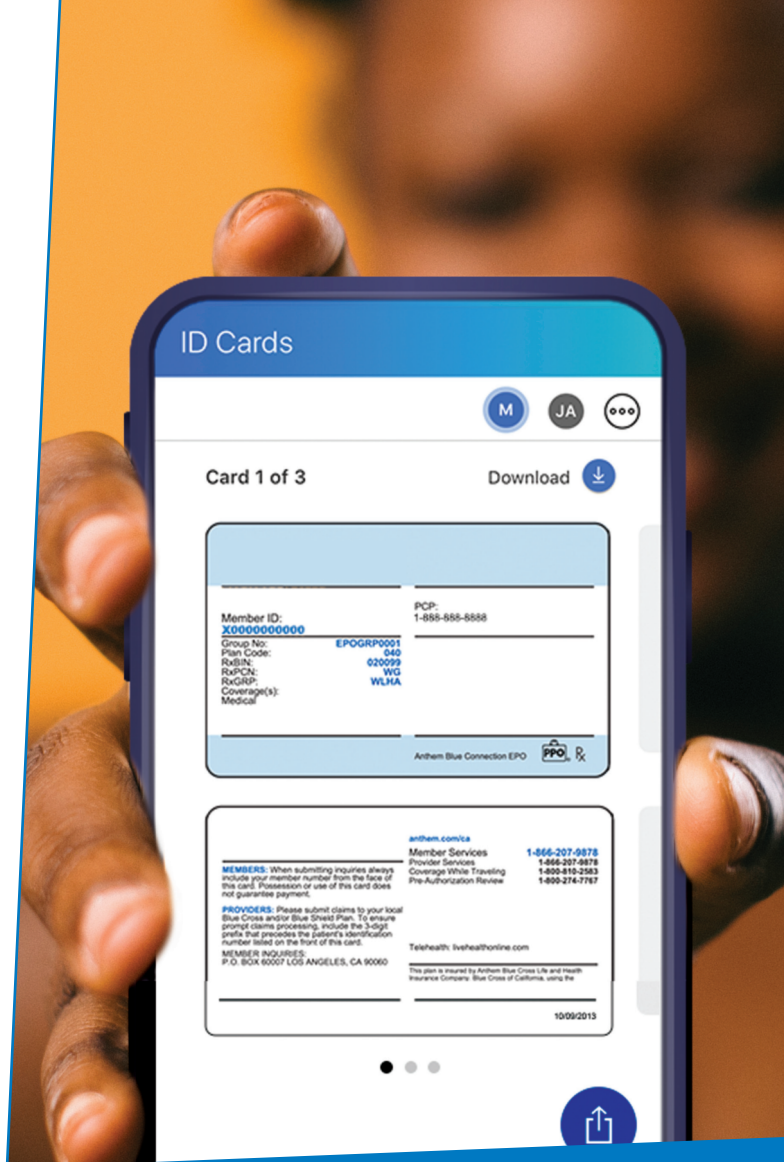
# Choose digital for your member ID card

To make the most of your health plan benefits, think about choosing a digital ID card. It works just like a printed ID card, but it's more convenient to use when you need care.

## A digital ID card makes it easier to access your benefits

- No need to wait for your printed card to come in the mail. Your digital ID card is available sooner.
- Using it is simple:
  - Print a copy anytime.
  - Email or fax it right from your computer or mobile device.
  - Share right from your phone with family members, doctors, and healthcare professionals.
  - Enlarge the view on your screen to read the details more easily.

**Here's a tip:** Download the card to your smartphone, so you'll always have it there even without a phone signal.



## Sign up for your digital ID card today — in just a few steps:

1. Log in to the **Sydney Health** mobile app or **anthem.com**.
2. Go to **Profile** and choose **Mobile ID Cards** under *Communication Preferences*.
3. Select **On**, and you will not receive a card by mail.



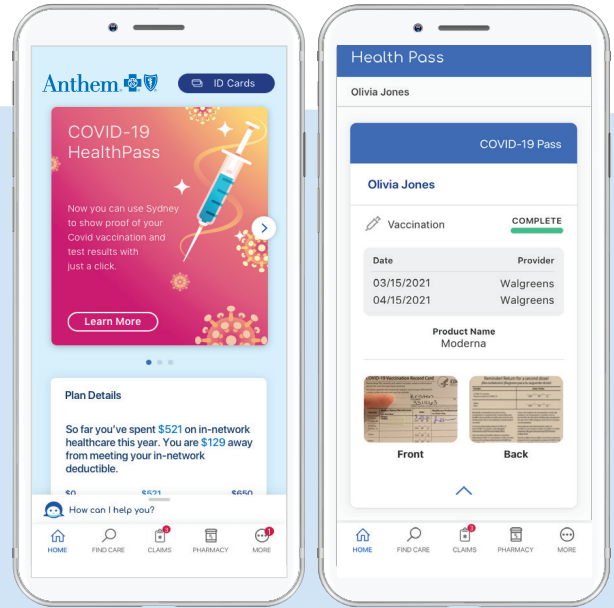
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Be sure your profile includes the best email address to reach you so we can to send you important plan and ID card updates.

If you need help, use the chat feature to connect with us or call the Member Services number on your ID card. If you need a printed copy, log in to **anthem.com** to print it or request us to send you one.

# Keep your COVID-19 vaccine card on your phone

Quickly access a digital copy of your card on the Sydney Health app



If you've received the COVID-19 vaccine, you may need to show proof when you travel, go to work, or attend an event. The Sydney Health<sup>SM</sup> mobile app makes it easy to keep a record. Using the app's Health Pass, you can quickly verify your vaccine status anytime. You can even add it to your digital wallet, so it's available whenever you need it.

## Here's how it works:

### If your vaccine was submitted as a claim to your health plan

Your vaccine record will automatically appear on the Sydney Health app. Sign in to the app, choose **More** on the home screen menu, then select **Health Pass**.

### If no claim was processed through your health plan

You will need to upload an image of your card on Sydney Health. Sign in to the app, choose **More** on the home screen menu, select **Health Pass**, then follow the step-by-step instructions to create your digital vaccine card.

### Do you still need a vaccine?

Go to [vaccines.gov](https://www.vaccines.gov) to find a vaccine location near you.



## Access your digital vaccine card today

Sign in or download Sydney Health from the App Store<sup>®</sup> or GooglePlay<sup>™</sup>.



Keep your original vaccine card safe at home – use Sydney Health to download your vaccine record to your phone.

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# Discover your options for quick care

Find out more about these emergency room alternatives

When you're looking for care in a hurry, you may be wondering how to receive it safely and quickly. If it's not a life-threatening emergency and your doctor isn't available, you have other options.

You can save **up to \$1,100** when you opt for care somewhere other than the ER when you need nonemergency care.<sup>1,2,3</sup>

## What to do when you need care fast



### Step 1: Call your primary care doctor or 24/7 NurseLine

Your doctor can help you decide where to receive care, whether it's a visit to the office, the emergency room (ER), or somewhere else. If your doctor isn't available, call the 24/7 NurseLine at the number on the back of your ID card for guidance.



### Step 2: If it's not an emergency, choose one of these options to save time and money

Depending on your needs, you have these choices:

- **Retail health clinic** — Usually in a major pharmacy or retail store where you can receive basic health care services from a health care professional.
- **Walk-in doctor's office** — No appointment is needed for routine care and common illnesses.
- **Urgent care center** — For conditions that need care right away such as stitches, lab tests or X-rays.
- **LiveHealth Online** — Have a video visit in minutes with a board-certified doctor 24/7 on your mobile device, tablet, or computer with a webcam. No appointment is needed. Go to [livehealthonline.com](https://livehealthonline.com) or download the free app to register.

These options are more convenient than the ER. You can use them at night and on weekends, so you don't have to wait to be treated.

**If you're an HMO member**, talk to your primary care doctor to understand your options for quick care. Your doctor can also help you find quick care centers in your plan.

## A helpful reminder






If you go to the ER when it isn't an emergency, you could be responsible for the full cost of treatment.

See the other side for examples of when to go to the ER or elsewhere.

When you think it's a true emergency, call 911 or go to the nearest ER.



## Where to get care<sup>3</sup>

	Type of care provider	Estimated average cost <sup>2</sup>	For these symptoms
 <b>Emergency room</b>	Doctors trained in emergency medicine	For non-emergencies: <b>\$1,344</b>	<ul style="list-style-type: none"> <li>• Coughing up or vomiting blood</li> <li>• Symptoms feel life-threatening or disabling</li> <li>• Chest pain or severe shortness of breath</li> <li>• Major injury or broken bones</li> <li>• Sudden or unexplained loss of consciousness</li> <li>• Severe pain that cannot be controlled</li> <li>• Labor pains when pregnant</li> </ul>
 <b>Retail health clinic</b>	Physician assistants or nurse practitioners	<b>\$75</b>	<ul style="list-style-type: none"> <li>• Minor allergic reactions</li> <li>• Bumps, cuts, scrapes, rashes</li> <li>• Burning with urination</li> <li>• Minor burns</li> <li>• Cold, cough and sore throat</li> <li>• Minor sinus pain and fever</li> <li>• Eye or ear pain or irritation</li> <li>• Shots</li> </ul>
 <b>Walk-in doctor's office</b>	Family practice doctors	<b>\$154</b>	<b>Same as retail health clinic as well as</b> <ul style="list-style-type: none"> <li>• Mild asthma</li> <li>• Back pain</li> <li>• Nausea or diarrhea</li> <li>• Minor headache</li> </ul>
 <b>Urgent care center</b>	Family practice and emergency medicine doctors	<b>\$226</b>	<b>Same as walk-in doctor's office as well as</b> <ul style="list-style-type: none"> <li>• Animal bites</li> <li>• Sprains and strains</li> <li>• Stitches</li> <li>• X-rays</li> </ul>
 <b>LiveHealth Online</b>	Board-certified doctors	<b>\$59 or less</b>	<ul style="list-style-type: none"> <li>• Minor allergic reactions</li> <li>• Minor headache</li> <li>• Nausea or diarrhea</li> <li>• Cold, cough and sore throat</li> <li>• Minor sinus pain and fever</li> <li>• Eye or ear pain or irritation</li> <li>• Burning with urination</li> </ul>

## Be prepared

**Choose the right care.** Find the doctor, specialist, therapist, or other provider that can best treat your illness or injury. Use the **Find a Doctor** tool at [anthem.com](http://anthem.com) or call the **Member Services** number on your ID card for guidance to the right care that's part of your plan to a place that's in your plan.

**Look for care nearby.** Download the **Sydney Health** app from the App Store® or Google Play™ to find an urgent care center, retail health clinic or walk-in doctor's office quickly. You can also find directions on the app.

It's important that you understand your options when you need to get care quickly. You can rely on us to help you find the right place.



### Helpful tip for saving money

Visit hospitals and doctors that are in your plan. If you don't, you'll often pay much more out of pocket for your care.

<sup>1</sup> If you get care from a health professional or facility that is not in your health plan, you may have much higher out-of-pocket costs.  
<sup>2</sup> National averages of the total cost, not what members paid, based on Anthem members' commercial paid claims from January 1, 2016 through December 31, 2016.  
<sup>3</sup> If you use the ER and it's not a true emergency, your claim could be denied and you may be responsible for the full cost of your ER care.

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# Connect with virtual support using Sydney Health or anthem.com



Now you can connect to the care you need through the Sydney Health mobile app or **anthem.com**. Have a live video visit with a board-certified doctor, therapist, or psychiatrist on your smartphone, tablet, or computer with a camera.

## Visit with a doctor for common health conditions

Doctors that you see online can help you with common conditions such as the flu, a cold, fever, and rashes. Doctors are available 24/7 with no appointments or long wait times. During an online video visit, doctors can assess your condition, give medical advice, and send prescriptions to the pharmacy of your choice, if needed.<sup>1</sup>

## Connect with mental health support from home

If you're feeling anxious, depressed, or having trouble coping with problems at home or at work, you can talk with a therapist online. In most cases, you can set up a secure visit seven days a week.<sup>2</sup> You can also schedule a visit with a psychiatrist for support on managing your medication.<sup>3</sup>

**Download Sydney Health or sign up at anthem.com today to connect with support when you need it most.**

### What people say about online visits<sup>4</sup>



**96%**

Said the person they saw (provider) was professional and helpful



**96%**

Felt provider understood their concerns



**94%**

Were able to book a virtual visit sooner than an in-person visit

<sup>1</sup> Prescription availability is defined by physician judgment.

<sup>2</sup> Appointments subject to availability of a therapist.

<sup>3</sup> Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed using Sydney Health. Psychiatrists on Sydney Health will not offer counseling or talk therapy.

<sup>4</sup> Based on Sydney Health utilization trends from top 10 national clients.

Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 800-273-8255 (National Suicide Prevention Lifeline) or 911 and ask for help. If your issue is an emergency, call 911 or go to your nearest emergency room. Sydney Health does not offer emergency services.

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# When you're not feeling well, Sydney Health can help

Check your symptoms and connect with a doctor through the app



The Sydney Health mobile app is a quick and convenient way to assess your symptoms when you're sick and connect with a doctor, wherever you are.



## Assess your symptoms

Start with the Symptom Checker and answer a few questions about how you are feeling. You'll receive information and advice tailored to your gender, age, and medical history. The Symptom Checker was built with doctors and medical professionals. It intuitively uses the information you provide to narrow down millions of medical data points and assess your specific symptoms before you even see a doctor.



## Connect with a doctor

The app can connect you to a board-certified doctor through a Virtual Text Visit or Video Visit right from your phone or tablet.

Virtual Text Visits offer the convenience and privacy of texting with a qualified doctor anytime, anywhere. Through a Virtual Video Visit, the doctor will be able to see what you're experiencing and diagnose your symptoms. They can talk about your treatment options and order prescriptions and labs, as needed. They can also let you know whether you need an in-person visit as a next step.



## Save money

The Sydney Health Symptom Checker is free. Virtual Text Visits cost less than most copays, at \$19 or less per visit depending on your plan. Virtual Video Visits through LiveHealth Online are \$59 or less, depending on your plan.



Download the free Sydney Health mobile app today. You'll be able to check your symptoms when you're sick and connect to care directly from your mobile device.



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# With you every step of the way

Emotional Well-being Resources offer help when you need it



Change your mind. Change your life.™

Take a quick assessment to find the program that's right for you. To access our Emotional Well-being Resources:

Log in to [anthem.com](https://www.anthem.com), go to My Health Dashboard, choose Programs, and select Emotional Well-being Resources.

Your emotional health is an important part of your overall health. With Emotional Well-being Resources, administered by Learn to Live, you can receive support to help you and your household live your happiest, healthiest lives.

Built on the proven principles of Cognitive Behavioral Therapy (CBT), our digital tools are available anywhere, anytime. They can help you identify thoughts and behavior patterns that affect your emotional well-being – and work through them. You'll learn effective ways to manage stress, depression, anxiety, substance use, and sleep issues.

## A wealth of resources at your fingertips



### Personalized, one-on-one coaching

Team up with an experienced coach who can provide support and encouragement by email, text, or phone.



### Build a support team

Add friends or family members as "Teammates." They can help you stay motivated and accountable while you work through programs.



### Practice mindfulness on the go

Receive weekly text messages filled with positivity, quick tips, and exercises to improve your mood.



### Live and on-demand webinars

Learn how to improve mental well-being with useful tips and advice from experts.



Learn to Live, Inc. is an independent company offering online tools and programs for behavioral health support. Learn to Live is an education program and should not be considered medical treatment.

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# You can take your benefits with you

with the BlueCard® PPO and Blue Cross Blue Shield Global® Core programs

If you are away from home and you need care right away, you're covered. As an Anthem Blue Cross and Blue Shield (Anthem) member, you have access to care across the country through the **BlueCard® PPO Program**. This includes **95% of doctors and 96% of hospitals in the U.S.**<sup>1</sup>

## To access care across the U.S., you can:



**Call 911 or go to the nearest hospital in an emergency.\***



**Go to [anthem.com](https://www.anthem.com)**, log in and use the **Find a Doctor** tool to search for a BlueCard PPO Program doctor or hospital.



**Use the Sydney Health mobile app** to search for a BlueCard PPO Program doctor or hospital. You can receive turn-by-turn directions to the nearest doctor, urgent care center or hospital.



**Call Member Services** at the number on your ID card. They can help you find a doctor or hospital.

\*You or a family member needs to call the Member Services number on your ID card within 24 hours (48 hours for members in Indiana) after going to the hospital or as soon as you can.

## General tips for traveling

### Here is what you need to know:

- Ask Member Services if your international benefits are different before leaving the country.
- Call Member Services to understand if you need to be preapproved for any type of care. The number is on your ID card.
- Save money by seeing a BlueCard program doctor or hospital. You only pay your usual out-of-pocket amounts (such as a deductible, your percentage of costs or copay). If you go to a doctor or hospital outside the program, you will need to pay the entire bill up front.
- Show your Anthem ID card so the doctor or hospital can check your benefits and send us a claim for processing.

### Your member ID card is always with you



The “PPO-in-a-suitcase” symbol shows you can receive care from BlueCard PPO Program doctors and hospitals. You can also carry a digital ID card wherever you go. Find it by logging on to [anthem.com](https://www.anthem.com) or the Sydney Health mobile app.



# Access care around the world

Use the **Blue Cross Blue Shield Global<sup>®</sup> Core Program**. It gives you access to preferred doctors and hospitals in 190 countries and territories around the world.<sup>2</sup>

## To access care outside the U.S.:



Go straight to the nearest hospital in an emergency.



Go to [bcbsglobalcore.com](https://bcbsglobalcore.com) to search for a doctor or hospital.



Use the **Blue Cross Blue Shield Global Core app** to find a doctor or hospital.



Call the **Blue Cross Blue Shield Global Core Service Center** 24/7 at **1-800-810-2583 (BLUE)** or call collect at **1-804-673-1177**. They can help you set up a doctor visit or hospital stay.

### Before you access care outside of the U.S.

Unless it's an emergency, please call the Global Core Service Center before accessing care outside the U.S. Global Core will work with the doctor and Anthem to approve and accept a Guarantee of Payment (GOP). If you receive care from a doctor or hospital that has not accepted a GOP:

1. You will need to pay up front in full for your care.
2. Download an international claim form at [bcbsglobalcore.com](https://bcbsglobalcore.com) or call Member Services at the number on your ID card for help.
3. Fill out the claim form and send it with the original bills to the Blue Cross Blue Shield Global Core Service Center. You can submit claims through the mobile app, email or postal mail.

Your health benefits are your travel companion. They go where you go, so you will never have to worry about coverage when you're away from home.

## You can download the Blue Cross Blue Shield Global Core app today

With the app, you can:

- Search for a doctor or hospital.
- Submit claims.
- Find help with medical terms and phrases for many symptoms translated — and even use an audio feature to play the translation.
- Find a drug's generic name, local brand name and check whether it's available.
- Receive information about how to find and contact a U.S. embassy.



<sup>1</sup> Blue Cross Blue Shield Association website, *The Blue Cross Blue Shield System* (accessed February 2020): [bcbs.com/about-us/the-blue-cross-blue-shield-system](https://bcbs.com/about-us/the-blue-cross-blue-shield-system).

<sup>2</sup> GeoBlue<sup>®</sup> website, *More than 20 years as a leader in international healthcare* (accessed February 2020): [about.geo-blue.com](https://about.geo-blue.com). The Blue Cross Blue Shield Global Core program was formerly known as BlueCard Worldwide<sup>®</sup>.

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## A program focused on helping you improve your health

### Introducing digital diabetes prevention coaching

Roughly 88 million Americans are living with prediabetes but 84% aren't even aware they have it.<sup>1</sup> Prediabetes often doesn't cause symptoms, but it does increase the risk of developing type 2 diabetes, heart disease, and stroke. That's why Anthem has partnered with Lark to offer a diabetes prevention program that can help you determine if you're at risk for prediabetes and if needed, take steps to address it.

#### This program can help you:



Lose  
weight



Eat  
healthier



Increase  
activity



Sleep  
better



Manage  
stress

#### Better health is within your reach

You can participate in this program at no extra cost as part of your health plan. Track your progress, check in with your coach, and learn more about prediabetes right in Lark's free mobile app. This program is flexible, convenient, and follows guidelines from the Centers for Disease Control and Prevention (CDC) to help you make small changes that can improve your health and decrease your risk over time.



## Weight loss with Lark

Losing weight can make a big difference in lowering your risk for type 2 diabetes. Lark members lose an average of 4.2% of their body weight in 12 months on the diabetes prevention program.<sup>2</sup> As part of the program, you receive a wireless scale at no extra cost to help you track your weight loss progress. Your scale also syncs with the Lark app so you can share updates with your coach.

## 24/7 coaching support

Losing weight and making lifestyle changes can feel intimidating even if you know it can lead to better health. Your coach can help you stay motivated. Send your coach a message anytime from anywhere and receive an immediate response and extra support when you need it most. During the course of the program, your coach will:

- Be available 24/7 through the Lark mobile app to provide personalized coaching.
- Customize your program based on your food preferences and lifestyle.
- Provide educational information on prediabetes and preventing type 2 diabetes.
- Help you learn about how stress affects your health and how to cope with it.

**You are in control of your health. Prevent diabetes and start improving your overall health and well-being today.**



**Learn if you are at risk for prediabetes**

**Go to [lark.com/anthem](https://lark.com/anthem) and take a quick one-minute survey to see if you could benefit from Lark's diabetes prevention program.**



<sup>1</sup> Centers for Disease Control and Prevention website: *Prediabetes – Your Chance to Prevent Type 2 Diabetes* (accessed October 2020): [cdc.gov](https://www.cdc.gov).

<sup>2</sup> Lark internal data

Diabetes Prevention Program is provided by Lark, an independent company.

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# Save time and money on prescriptions with home delivery

Getting your prescription drugs doesn't have to be a drag. We help make it easier and more convenient for you to get the medicines you need.



## Home delivery: Skip the drugstore line

If you take prescription medicines on a regular basis, you can get up to a 90-day supply delivered to your home.<sup>1</sup> And depending on your plan, you may save on copays. That's because a 90-day supply of many drugs usually costs less than three 30-day refills.

Missing even one dose of a medicine that treats long-term conditions like high blood pressure or diabetes may lead to serious health problems and higher health care costs. That's why home delivery is a great way to make sure you get your prescription refills when you need them.

Standard shipping is free, and you can set up automatic renewals to get your next three-month supply sent to you before the refill date.

## How to get started with home delivery

Getting set up for home delivery is easy. Just call the **Pharmacy Member Services** phone number on the back of your health plan ID card. You can also mail in your order with our order form found on [anthem.com](https://www.anthem.com). Choose **Individual & Family**, then **Forms**.

## Need help?

Call the home delivery pharmacy at 1-833-203-1739 or call the Pharmacy Member Services phone number on the back of your health plan ID card.

You may want to ask your doctor for a 30-day prescription, which you can get filled at your regular pharmacy, to make sure you have enough medicine to last until you get your first home delivery prescription.

### Here are a few more important things to know

- Using our mobile app, Sydney Health, or anthem.com to switch to home delivery is only available if your Anthem pharmacy plan benefits include mandatory home delivery, opt-out home delivery or Rx Maintenance 90. If you have optional home delivery, call the **Pharmacy Member Services** phone number on the back of your health plan ID card, or complete and mail the *Home Delivery Order Form* to transfer your prescriptions from your retail pharmacy to home-delivery.
- If your doctor prescribes a brand-name drug, your pharmacy plan may require the home delivery pharmacy to send a generic version instead.
- All prescriptions and refills, including those sent by your doctor, will be filled as soon as the home delivery pharmacy gets them. In most cases, your first order will arrive within two weeks. After that, orders will arrive within one week.
- If you need your medicine sooner, you can call the home delivery pharmacy and ask for overnight delivery. You'll be charged extra for the faster shipping.
- With some drugs, you may need to sign to accept delivery.<sup>2</sup>



<sup>1</sup> Supplies vary based on your pharmacy plan design.

<sup>2</sup> Drugs that are defined as controlled substances are highly regulated, which requires the home delivery pharmacy to follow special rules for filling these prescriptions.

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# Save money with discounts at [anthem.com](https://www.anthem.com)

As an Anthem member, you qualify for discounts on products and services that help promote better health and well-being.\* These discounts are available through SpecialOffers to help you save money while taking care of your health.

## Vision, hearing and dental

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**Glasses.com™ and 1-800-CONTACTS®** — Shop for the latest brand-name frames at a fraction of the cost for similar frames at other retailers. You are also entitled to an additional \$20 off orders of \$100 or more, free shipping and free returns.

**EyeMed** — Take 30% off a new pair of glasses, 20% off non-prescription sunglasses and 20% off all eyewear accessories.

**Premier LASIK** — Save \$800 on LASIK when you choose any “featured” Premier LASIK Network provider. Save 15% with all other in-network providers.

**TruVision** — Save up to 40% on LASIK eye surgery at more than 1,000 locations.

**Nations Hearing** — Receive hearing screenings and in-home service at no additional cost. All hearing aids start at \$599 each.

**Hearing Care Solutions** — Digital instruments start at \$500, and a hearing exam is free. Hearing Care Solutions has 3,100 locations and eight manufacturers, and offers a three-year warranty, batteries for two years and unlimited visits for one year.

**Amplifon** — Take 25% off, plus an extra \$50 off one hearing aid; \$125 off two.

**ProClear™ Aligners** — Take \$1,200 off a set of custom aligners. You can improve your smile without metal braces and time-consuming dental visits. Your order is 50% off and comes with a free whitening kit.



## Fitness and health

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**Active&Fit Direct™** – Active&Fit Direct allows you to choose from more than 11,000 participating fitness centers nationwide for \$25 a month (plus a \$25 enrollment fee and applicable taxes). Offered through American Specialty Health Fitness, Inc.

**FitBit** – Work toward your fitness goals with Fitbit trackers and smartwatches that go with your lifestyle and budget. Save up to 22% on select Fitbit devices.

**Garmin** – Take 20% off select Garmin wellness devices.

**Jenny Craig®** – Join this weight loss program for free. Jenny Craig provides you with everything you need, making it easier to reach your goals. You can save \$200 in food, in addition to free coaching, with minimum purchase. Save an extra 5% off your full menu purchase. Details apply.

**ChooseHealthy®** – Discounts are available on acupuncture, chiropractic, massage, podiatry, physical therapy and nutritional services. You also have discounts on fitness equipment, wearable trackers and health products, such as vitamins and nutrition bars.

**GlobalFit** – Discounts apply on gym memberships, fitness equipment, coaching and other services.

## Family and home

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**23andMe** – Take \$40 off each Health + Ancestry kit. Save 20% on a 23andMe kit and learn about your wellness, ancestry and more.

**Safe Beginnings®** – Babyproof your home while saving 15% on everything from safety gates to outlet covers.

**Nationwide Pet Insurance** – Receive an automatic 5% discount when you enroll through your company or organization. Save up to 15% when you enroll multiple pets.

**ASPCA Pet Insurance** – Take 5% off pet insurance. You can choose from three levels of care, including flexible deductibles and custom reimbursements.

**WINFertility®** – Save up to 40% on infertility treatment. WINFertility helps make quality treatment affordable.

**LifeMart®** – Take advantage of great deals on beauty and skin care, diet plans, fitness club memberships and plans, personal care, spa services and yoga classes, sports gear and vision care.

## Medicine and treatment

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**SelfHelpWorks** – Choose one of the online Living programs and save 15% on coaching to help you lose weight, stop smoking, manage stress or diabetes, restore sound sleep or face an alcohol problem.

**Brevena** – Enjoy a 41% discount on BREVENA® skin care creams and balms for smooth, rejuvenated skin from face to foot.

**Puritan's Pride®** – Choose from a large selection of discounted vitamins, minerals and supplements from Puritan's Pride.

**Allergy Control Products and National Allergy Supply** – Save up to 25% on select doctor-recommended products such as allergy-friendly bedding, air purifiers and filters, asthma products and more. Orders over \$59 ship for free by ground within the contiguous U.S.

To find the discounts available to you, log in to [anthem.com](https://www.anthem.com), choose **Care** and select **Discounts**.

**Your SpecialOffers discounts are part of our effort to support your personal health journey. Taking care of your health can be easier with the savings offered through your health plan.**

**\* All discounts are subject to change without notice.**

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## Use your preventive care benefits

Regular checkups and exams can help you stay healthy and catch problems early, when they are easier to treat. Our health plans offer all the preventive care services and immunizations below at no cost to you.<sup>1</sup> As long as you use a plan doctor, pharmacy, or lab, you will not have to pay anything. If you use providers that are not in your plan, you may have out-of-pocket costs.

If you are not sure which services make sense for you, talk to your doctor.

### Preventive versus diagnostic care

Preventive care helps protect you from becoming sick. If your doctor recommends services even though you have no symptoms, that is preventive care. Diagnostic care is when you have symptoms and your doctor recommends services to find out what is causing your symptoms.

### Adult preventive care

#### Preventive physical exams, screenings, and tests:

- Alcohol misuse: related screening and behavioral counseling
- Aortic aneurysm screening (for men who have smoked)
- Behavioral counseling to promote a healthy diet
- Blood pressure
- Bone density test to screen for osteoporosis
- Cholesterol and lipid (fat) levels
- Colorectal cancer, including fecal occult blood test, barium enema, flexible sigmoidoscopy, screening colonoscopy and related prep kit, and computed tomography (CT) colonography (as appropriate)<sup>2</sup>
- Depression screening
- Hepatitis C virus (HCV) for people at high risk for infection, and a one-time screening for adults born between 1945 and 1965
- Type 2 diabetes screening<sup>3</sup>
- Eye chart test for vision<sup>4</sup>
- Hearing screening
- Height, weight, and body mass index (BMI)
- Human immunodeficiency virus (HIV) screening and counseling
- Lung cancer screening for those ages 55 to 80 who have a history of smoking 30 packs per year and still smoke, or quit within the past 15 years<sup>2</sup>
- Obesity: related screening and counseling<sup>3</sup>
- Prostate cancer, including digital rectal exam and prostate-specific antigen (PSA) test
- Sexually transmitted infections screening and counseling
- Tobacco use: related screening and behavioral counseling
- Tuberculosis screening
- Violence, interpersonal, and domestic: related screening and counseling

#### Women's preventive care:

- Well-woman visits
- Breast cancer, including exam, mammogram, and genetic testing for BRCA1 and BRCA2 when certain criteria are met<sup>5</sup>
- Breastfeeding: primary care intervention to promote breastfeeding support, supplies, and counseling<sup>5,6,7,8</sup>
- Contraceptive (birth control) counseling
- Food and Drug Administration (FDA)-approved contraceptive medical services, including sterilization, provided by a doctor
- Counseling related to chemoprevention for those at high risk for breast cancer
- Counseling related to genetic testing for those with a family history of ovarian or breast cancer
- Human papillomavirus (HPV) screening
- Screening and counseling for interpersonal and domestic violence
- Pregnancy screenings, including gestational diabetes, hepatitis B, asymptomatic bacteriuria, Rh incompatibility, syphilis, HIV, and depression<sup>7</sup>
- Pelvic exam and Pap test, including screening for cervical cancer

#### Immunizations:

- Coronavirus disease (COVID-19)
- Diphtheria, tetanus, and pertussis (whooping cough)
- Hepatitis A and hepatitis B
- Human papillomavirus (HPV)
- Influenza (flu)
- Measles, mumps, and rubella (MMR)
- Meningococcal (meningitis)
- Pneumococcal (pneumonia)
- Varicella (chickenpox)
- Zoster (shingles)

The preventive care services listed above are recommendations of the Affordable Care Act (ACA) and therefore are subject to change. They may not be right for every person. Ask your doctor what's right for you.

This sheet is not a contract or policy with Anthem Blue Cross and Blue Shield. If there is any difference between this sheet and the group policy, the provisions of the group policy will rule. Please see your combined *Evidence of Coverage and Disclosure Form or Certificate* for exclusions and limitations.

## Child preventive care

### Preventive physical exams, screenings, and tests:

- Behavioral counseling to promote a healthy diet
- Blood pressure
- Cervical dysplasia screening
- Cholesterol and lipid levels
- Depression screening
- Development and behavior screening
- Type 2 diabetes screening
- Hearing screening
- Height, weight, and BMI
- Hemoglobin or hematocrit (blood count)

### Immunizations:

- Chickenpox
- Flu
- Haemophilus influenzae type b (Hib)
- Hepatitis A and hepatitis B
- Human papillomavirus (HPV)
- Meningitis

- Lead testing
- Newborn screening
- Screening and counseling for obesity
- Skin cancer counseling for those ages 10 to 24 with fair skin
- Oral (dental health) assessment, when done as part of a preventive care visit
- Screening and counseling for sexually transmitted infections
- Tobacco use: related screening and behavioral counseling
- Vision screening, when done as part of a preventive care visit<sup>4</sup>

- Measles, mumps, and rubella (MMR)
- Pneumonia
- Polio
- Rotavirus
- Whooping cough

## Coverage for pharmacy items

### For 100% coverage of your over-the-counter (OTC) drugs and other pharmacy items listed here, you must:

- Meet certain age requirements and other rules.
- Get prescriptions from plan providers and fill them at plan pharmacies.
- Have prescriptions, even for OTC items.

### Adult preventive drugs and other pharmacy items (age appropriate)

- Aspirin use (81 mg and 325 mg) for the prevention of cardiovascular disease (CVD), preeclampsia, and colorectal cancer in adults younger than 70 years of age
- Colonoscopy prep kit (generic or OTC only) when prescribed for preventive colon screening
- Generic low-to-moderate dose statins for members ages 40 to 75 who have one or more CVD risk factors (dyslipidemia, diabetes, hypertension, or smoking)
- Tobacco-cessation products, including all FDA-approved brand-name and generic OTC and prescription products, for those ages 18 and older
- Preexposure prophylaxis (PrEP) for the prevention of HIV

### Child preventive drugs and other pharmacy items (age appropriate)

- Dental fluoride varnish to prevent the tooth decay of primary teeth for children ages 0 to 5
- Fluoride supplements for children ages 0 to 6

### Women's preventive drugs and other pharmacy items (age appropriate)

- Contraceptives, including generic prescription drugs and OTC items like female condoms and spermicides<sup>7</sup>
- Low-dose aspirin (81 mg) for pregnant women who are at increased risk of preeclampsia
- Folic acid for women ages 55 or younger who are planning and able to become pregnant
- Breast cancer risk-reducing medications, such as tamoxifen, raloxifene, and aromatase inhibitors, that follow the U.S. Preventive Services Task Force criteria<sup>2</sup>

We hope this information helps you understand your preventive care benefits. For a complete list of covered preventive drugs under the Affordable Care Act, view the *Preventive ACA Drug List* flyer, available at [anthem.com/pharmacyinformation](http://anthem.com/pharmacyinformation).

1 The range of preventive care services covered at no cost share when provided by plan doctors is designed to meet state and federal requirements. The Department of Health and Human Services decided which services to include for full coverage based on U.S. Preventive Services Task Force A and B recommendations, the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC), and certain guidelines for infants, children, adolescents and women supported by Health Resources and Services Administration (HRSA) guidelines. You may have additional coverage under your insurance policy. To learn more about what your plan covers, see your *Certificate of Coverage* or call the Member Services number on your ID card.

2 You may be required to receive preapproval for these services.

3 The Centers for Disease Control and Prevention (CDC)-recognized diabetes prevention programs are available for overweight or obese adults with abnormal blood glucose or who have abnormal CVD risk factors.

4 Some plans cover additional vision services. Please see your contract or *Certificate of Coverage* for details.

5 Check your medical policy for details.

6 Breast pumps and supplies must be purchased from plan providers for 100% coverage. We recommend using plan durable medical equipment (DME) suppliers.

7 This benefit also applies to those younger than age 19. A cost share may apply for other prescription contraceptives, based on your drug benefits. Your cost share may be waived if your doctor decides that using the multisource brand or brand name is medically necessary.

8 Counseling services for breastfeeding (lactation) can be provided or supported by a plan doctor or hospital provider, such as a pediatrician, OB-GYN, or family medicine doctor, and hospitals with no member cost share (deductible, copay, or coinsurance). Contact the provider to see if such services are available.

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