



Health and wellness programs

Helping you stay your healthy best



Any way you look at it, your health is important

Everyone has different health needs and ways of engaging in their health care. Whether you're looking to drop a few pounds or need help with a condition, we have a health and wellness program that can work for you. From online resources to one-on-one coaching with a registered nurse, these programs can help you stay healthy and make the right health care choices.

24/7 NurseLine

Have a question about a health issue? Can you treat a problem at home? Do you need to see your doctor or go to urgent care? Should you head straight to the emergency room (ER)?

Our registered nurses can answer questions about health concerns and help you decide where to go for care if your doctor isn't available. The nurses can also help you find nearby providers and specialists in your area.

24/7 NurseLine can connect you to our other health and wellness programs, so you have access to the health resources you have available to you. To reach 24/7 NurseLine, call 800-337-4770.

Autism Spectrum Disorder (ASD) Program

Families touched by ASD now have somewhere to go for support. When a child falls somewhere on the Autism Spectrum, families need all the help they can get. The ASD Program focuses on the entire family, creating a strong system of care. Better outcomes, more effective use of benefits, and healthier families is our collective goal.

As a parent, you want to make the best choice for your child. Our Autism Spectrum Disorder Program can guide your family through the system.

The program includes:

- **Clinical review of Applied Behavior Analysis:** A highly trained team of licensed clinicians who specialize in working with families touched by ASD will work to ensure that your child gets the right care from the right provider at the right time.
- **Community resources and family support:** Referrals and education are tailored to your family's needs and concerns. You and your family will receive ongoing support to help overcome challenges.
- **Coordination of care:** ASD case managers guide you in navigating the complex health care system, offering a customized care plan to help identify available services.

If you'd like to learn more, please call 844-269-0538.

Behavioral Health

Coping with both mental health and medical conditions can be confusing and frustrating. Fortunately, you don't have to face these challenges alone. With our Behavioral Health program, licensed health professionals work closely with you to make a plan for reaching your goals and overcoming barriers.

Our care managers help you succeed with strong support for you and your family. Our goal is to help you take control of your health care and improve your quality of life.

If you'd like to learn more about the Behavioral Health program, please call Member Services at the number on your ID card.

Case Management

If you're coming home after surgery or a hospital stay or if you have a serious health condition such as cancer, you may need some support. Our nurse care managers, along with a team of health professionals like dietitians, pharmacists and more, are here to help. There's no need to do anything; they'll call you. A nurse or licensed counselor will go over your doctor's instructions about follow-up care and medications and even give personal lifestyle coaching. Your nurse care manager will answer any questions that you have. A nurse care manager will also help coordinate benefits for things like home therapy or medical supplies, so you can focus on getting better.

ComplexCare

Do you have more than one health issue or a condition that requires you to see the doctor often for serious care? Then you can benefit from the ComplexCare program. It partners you, your family and your doctors with a nurse care manager and other experts to help you reach your health goals and avoid costly hospital re-admissions.

With ComplexCare, you'll have access to nurse care managers who will:

- Give you personal attention and lifestyle coaching.
- Help you make better decisions about your options.

- Guide you to transition your care.
- Coordinate care between doctors and other health services.

If you're eligible for the program, a nurse will contact you.

Engage Basic/Standard

Use Engage to take charge of your benefits

Engage will help you take charge of your health plan and benefits so you can be confident you're making the best choices for your health and well-being. With the Engage Wellbeing app, you can:

- **Get peace of mind:** Clearly see what's covered by your health plan and access your digital insurance card anytime, anywhere.
- **Take charge of your wellness:** Track sleep, steps and food to create healthy habits and hit your wellbeing goals.
- **Make the most of your perks:** Save time and money by discovering additional benefits and programs

Download the "Engage Wellbeing" mobile app:

- In the App Store or Google Play, search for "Engage Wellbeing" and install, or
- Visit engage-wellbeing.com/mobile

Register for and use Engage on your desktop at engage-wellbeing.com.

ConditionCare

If you or a covered dependent has a chronic health condition, let us help you get the most out of life. Our nurse care managers help people of all ages manage the symptoms of asthma, diabetes, chronic obstructive pulmonary disease (COPD), heart failure and coronary artery disease.

With ConditionCare, you'll get the information you need to feel your very best — day after day. Our nurses gather information from you and your doctor and create a plan just for you.

To learn more or to enroll in ConditionCare, call 866-962-1069.

ConditionCare End-Stage Renal Disease

If you have end-stage renal disease (ESRD), our ConditionCare ESRD program can give you extra support. We'll help you get the best care possible so you can feel better. A registered nurse coach will work with you, your family and doctors to help with your day-to-day health care needs.

Our nurses can help you:

- Schedule dialysis care and doctor visits.
- Follow your treatment plan and understand your medical equipment.
- Find helpful resources and information.

If you have ESRD, a nurse will call to ask you if you want to be in the program.

ConditionCare Support

Do you or a family member have vascular or musculoskeletal disease or low-back pain? If so, ConditionCare Support may be able to help. At no charge, this program gives you toll-free, 24-hour access to our nurse care managers who can help you better manage your health and help you follow your doctor's care plan.

It's all backed by a team of pharmacists, dietitians and exercise specialists. ConditionCare Support also gives you the information and tools that can help you avoid hospital stays and time away from work.

To learn more or to enroll in ConditionCare Support, call 866-962-1069.

Future Moms

If you're expecting, the most important thing is to have a safe delivery and a healthy baby. That's why we offer Future Moms, a voluntary program to help you take care of your baby before you deliver. Sign up for Future Moms and you'll get:

- 24/7 access to talk to a nurse coach about your pregnancy, newborn care and much more.
- A maternity care diary packed with tips for a healthy pregnancy.
- A copy of the best-selling book, *Mayo Clinic Guide to a Healthy Pregnancy*.

- Access to dietitians, social workers and lactation consultants, as needed.

Answers and support are just a phone call away. Call 800-828-5891.

LiveHealth Online

You and your family can visit with a doctor or therapist by video on your smartphone, tablet or computer using our free app or going to livehealthonline.com. It's easy, convenient and lets you to get the care you need when it fits into your schedule.

Just sign up for free today to:

- Access a board-certified doctor 24/7. When your own doctor isn't available, use LiveHealth Online to get care for pinkeye, sinus infections, sore throats, coughs, colds and more! Doctors can assess your condition and send prescriptions to the pharmacy you select, if needed. Doctors using LiveHealth Online typically charge \$49 or less per visit, depending upon your health plan.*
- Visit with a licensed therapist. If you're stressed, anxious or having a tough time, use LiveHealth Online to talk with a therapist from the comfort and privacy of your home. In most cases, you can make an appointment and see a therapist in four days or less.** Appointments are available 7 days a week and cost the same as an in-person therapy visit.

* Prescription availability is defined by physician judgment and state regulations. LiveHealth Online is available in most states and is expected to expand to more in the near future. Visit the home page of livehealthonline.com to view the service map by state.

**Appointment availability is subject to the therapist you select.

MyHealth Advantage

MyHealth Advantage is a free service that helps you save money and stay healthy.

Here's how it works:

- **Tips to save money:** We'll tell you when you can save money on your prescriptions and other health care services.
- **Prescription drugs:** If your prescription claims are available and we see that you have prescriptions for two drugs you shouldn't take at the same time, we'll let your doctor know. Also, if it's time for a refill, we'll remind you.
- **Checkups, tests and exams:** If it's time for you to have an exam or test, we'll remind you to call your doctor.

If we find something that can help you, we'll mail you a confidential MyHealth Note. Plus, when you download the Anthem Anywhere app to your iPhone or Android smartphone, you'll have the option to receive your personalized, secure health messages on-the-go through the Mobile Inbox.

Anthem.com

Anthem.com has some great health and wellness tools and discounts on health-related products and services.

Go to anthem.com and select Registration to get started.

Estimate Your Cost

Did you know that different hospitals and facilities charge different amounts for the same services?

Now you can know your cost before you set foot in a doctor's office or hospital. By getting an estimate of your costs based on your plan benefits, you can choose a facility that fits your budget.

To search for your cost, log in to anthem.com.

Find a Doctor

Use our online **Find a Doctor** tool to look for doctors, hospitals, labs and other health care providers in your Anthem plan. Check if your favorite doctor is part of your plan, or look for one near you.

To look for a doctor, log in to anthem.com.

Find Urgent Care

What should you do when you need care right away, but it's not an emergency? If you can't see your doctor right away, you may have other options such as urgent care centers, retail health clinics and walk-in doctor's offices.

Learn more about conditions that can be handled outside of the ER by visiting anthem.com. You'll be able to take a quiz to test your knowledge about where to get the most appropriate care. You can also find nearby doctors, clinics or urgent care centers before you need to go. We also have a mobile app if you use a smartphone.

If you have questions about where to get care, call 24/7 NurseLine at 800-337-4770.

Health Record

Having your health history in one secure location can help you keep your health records organized, secure and easy to get to for emergencies and everyday use. You can enter your information, such as health conditions, dates of shots (immunizations), tests and screenings, prescription and over-the-counter drugs you take and more. Then it's easy to print and share with your doctors to help avoid potential druginteractions and repeat tests or unnecessary extraprocedures.

To use the Health Record, log in at anthem.com.

SpecialOffers

Saving money is good. Saving money on things that are good for you — that's even better. With SpecialOffers, you can get discounts on products and services that help promote better health and well-being. It's just one of the perks of being an Anthem member.

To find the discounts that are available to you, log in to anthem.com.

