

# It's Anthem calling...

*You should pick up –  
you'll be happy you did.*

## Help Anthem Be There for You

To ensure you can access these valuable services when you need them, we may need to call you from time to time. That's why it's important for you to share updated contact information with us and to answer our calls if we reach out to you. These calls are always confidential, so you can feel comfortable talking with us.

Call the member services number on your ID card to make sure we have your current contact information on file and start building your support team today!

When you're faced with a chronic illness, injury or surgery, making important treatment decisions can be overwhelming. Don't worry, Anthem is here to help with a team of professionals that can partner with you to be your health care advocate and help you make the best use of your insurance benefits.

As an Anthem member, you have access to valuable health and wellness programs – at no additional cost – that provide the tools, resources and support you need to enjoy the best health outcomes possible. After all, you deserve it.

### **24/7 NurseLine**

Instant access to registered nurses who can answer questions, provide guidance and help you access the health resources available to you.

### **ConditionCare**

Take control of your chronic condition and better manage expenses associated with asthma, diabetes, chronic obstructive pulmonary disease, coronary artery disease and heart failure.

### **Future Moms**

Mommies-to-be receive special support and education, including 24/7 RN access, that promotes healthy pregnancies, deliveries and babies.

### **ComplexCare**

Get the help you need to handle complex medical conditions or surgeries, including understanding treatment plans, medications, and how to access special health care providers and community resources.

## Our Calls Make a Big Difference

In fact, about 92% of people who talked with our health and wellness team members were satisfied with the support they received.\*

Anthem may contact you to share important health information, remind you about appointments, encourage you to join a health and wellness program or help you better manage a health issue.

Keep in mind:

- Anthem will never share or sell your personal information with outside parties
- When we call, your caller ID may or may not say Anthem
- We will always ask you to verify your name and date of birth first, to protect your private health information (PHI)
- We will never ask for your social security number or credit card information
- You can always opt out from receiving our calls by calling the Customer Service phone number on the back of your member ID card



**We look forward to talking with you.**



\* Three-year comparison based on YTD Q2 2014 data.

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