







# Get more

from your Anthem medical plan



Overview of 2020 Anthem member benefits

## What's inside

	Welcome! .....	3
	SilverSneakers® .....	4
	LiveHealth Online.....	6
	24/7 NurseLine .....	7
	Member Assistance Program.....	8
	Travel Assistance.....	9
	SpecialOffers.....	10

# Welcome!

Ready to start the next chapter in your life?



Anthem Blue Cross and Blue Shield is ready to help you with benefits backed by people who truly care about your well-being

This booklet will help you discover all the services, tools and resources you can use anytime to help you pursue good health. You'll learn about the many ways we can help save you money on your health care and everyday health needs.

We hope you'll take your time reading through these pages, not only to be more informed but also to be inspired by everything we have to offer.

## Discover the Anthem Advantage

- Benefit toward an annual physical exam and wellness visit
- A Member Services team that is focused on you and your needs
- Online visits with **livehealthonline.com** at no cost to you
- Member Assistance Program
- Travel Assistance Benefits

# Pursue the whole you – mind, body and spirit



SilverSneakers®\* can help you improve your health and stay independent

This benefit gives you:

- Certified instructors for support and classes for all fitness levels.
- Access to all 15,000+ participating locations nationwide and use of all basic amenities.\*
- Group fitness outside traditional gyms.
- On-demand workout videos plus health and nutrition tips.



Find participating locations at [www.SilverSneakers.com/StartHere](http://www.SilverSneakers.com/StartHere) or call **1-888-423-4632** (TTY: **711**), Monday – Friday, 8 a.m. – 8 p.m. ET.



\* Tivity Health and SilverSneakers are registered trademarks or trademarks of Tivity Health, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries. © 2018. All rights reserved.

## Get care anywhere, anytime



### With LiveHealth Online<sup>1</sup>

Whenever you're going on vacation, visiting the grandkids or your doctor is not available, you can still have a doctor by your side when you need one.

Using LiveHealth Online, you can visit face-to-face with a board-certified doctor, psychologist or licensed therapist on any smartphone, tablet or computer with a webcam.

- **Talk to a doctor 24/7:** Get care for the flu, sinus infections, sore throats, colds and more. If needed, doctors can send prescriptions to the pharmacy you pick.<sup>2</sup>
- **Visit with a licensed therapist:** Going through a tough time? Talk with someone from the comfort and privacy of your home. In most cases, you can see a therapist in four days or less.<sup>3</sup>

**Anthem plan members have a \$0 copay for LiveHealth Online video visits.**



### It's free to sign up for LiveHealth Online!

Go to [livehealthonline.com](https://livehealthonline.com) or download the free mobile app to register.

<sup>1</sup> LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

<sup>2</sup> Prescription availability is defined by physician judgment.

<sup>3</sup> Appointments subject to availability of a therapist. Psychologists or therapists using LiveHealth Online cannot prescribe medications.

## You call, we care



### 24/7 NurseLine\*

Health concerns don't always conveniently happen in the middle of a weekday. Sometimes you need answers now: late at night or while on vacation.

Your Anthem plan includes access to 24/7 NurseLine, which lets you speak to a registered nurse anytime you need one or if you have a health-related question.

24/7 NurseLine is a convenient way to get peace of mind, anytime.

**Learn about 300+ health topics.**  
**Listen to our HelpLine AudioHealth Library.**

Have a concern but don't want to talk about it on the phone? No problem. Our 24/7 NurseLine offers recorded messages on more than 300 health-related topics.



\* The information contained in this program is for general guidelines only. Your doctor will be specific regarding recommendations for your individual circumstances. Recommended treatments may not be covered under your health plan.

# Member Assistance Program

## Make life better

### Member Assistance Program for Trust Plan Members

Your Anthem plan also gives you 24/7 toll-free telephone access to special services like these.

Visit **AnthemEAP.com**, Login: ITDR  
Or call **1-833-839-7920**

### Legal and financial advice

If you ever need legal or financial assistance, our nationwide network of attorneys and consultants are there for you. We'll put you in touch with the right professional who can help you with estate planning, wills and trusts, budgeting, foreclosure prevention and more. Financial consultations by phone are free and members receive one free legal consult per issue per year. Discounts are also available for ongoing legal services.

### Identity theft and credit monitoring services

Quickly recover from identity theft, and learn how to prevent it in the future. Services include proactive fraud alerts, online credit monitoring, educational tools and professional consultation.

### Care referral

Get in touch with services that can add to the quality of your life with referrals to a variety of organizations. We'll connect you to skilled nursing and assisted living facilities, home health agencies, community resources and Meals on Wheels programs.

### Funeral concierge

When it comes to planning a funeral we know this is one of life's most challenging chapters. You can call us 24/7 for information and guidance. The funeral concierge service provides research and referrals to funeral homes and funeral services. You can also get access to forms to help make decisions easier, as well as legal and financial consultations to help with long-term planning. Information on community resources such as support groups is also available. Our concierge service is dedicated to ensuring you get all the support you need during this difficult time.

## Travel assistance



### Travel assistance services

Get the help you need when traveling 100 miles or more from home anywhere in the world, 24/7. We've partnered with Generali Global Assistance, Inc., to aid you whenever you're traveling. Find a local doctor or hospital, receive an emergency or other medical evacuation, replace medications, and eyeglasses and more. If you are traveling with a dependent child and he or she is left alone because you are in the hospital, Generali can also assist in getting them home.



#### Travel Assistance Services

**Emergencies happen but help is only a phone call away**

**Contact Generali Global Assistance, Inc. 24/7:**

- from the US and Canada: **1-866-295-4890**
- from other countries: **+1-202-296-7482** (call collect)
- email: **OPS@gga-usa.com**

## Stay well and save money with our SpecialOffers\*

Good for your health and good for your budget. What could be better? That's what SpecialOffers is all about. It gives you discounts on products and services that help promote better health and well-being. **Check out all the offers that await you as an Anthem plan member:**



### Vision and hearing

#### **1-800 CONTACTS® or Glasses.com™**

Get contact lenses or the latest brand-name frames quickly and easily — and for a fraction of the cost of typical retailers. You'll also enjoy discounts only available to our members, like \$20 off orders of \$100 or more, and shipping at no additional cost.

#### **Premier LASIK**

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

#### **Nations Hearing, powered by the Beltone™ network**

Call Nations Hearing toll-free **1-877-391-8625** to schedule your no-charge hearing test. Hearing aids start at \$599 each.

#### **TruVision**

Save up to 40% on LASIK eye surgery at over 1,000+ locations. Over 6.5 million procedures performed in the network.

#### **Hearing Care Solutions**

Digital instruments starting at \$500. Free hearing exam. Thirty-one hundred locations and eight manufacturers. Three-year warranty, two years of batteries and unlimited visits for one year from Hearing Care Solutions.

#### **Amplifon®**

With Amplifon you may qualify for 25% off — plus an extra \$50 off one hearing aid, or \$125 off two. You'll also receive a three-year repair/loss/damage warranty and a two-year supply of batteries at no additional cost.

\* SpecialOffers is a discount program that is not part of your health coverage plan. It is a value-added online service we provide to give our Anthem Blue Cross and Blue Shield members access to discounts offered by different vendors. Vendors and offers are subject to change without prior notice. Anthem Blue Cross and Blue Shield does not endorse and is not responsible for the products, services or information provided by SpecialOffers vendors. Arrangements and discounts were negotiated between vendors and Anthem Blue Cross and Blue Shield for the benefit of our members.



### Fitness and healthy living

#### **ChooseHealthy™**

Take advantage of preferred pricing on fitness club memberships and a one-week trial at no additional cost. Enjoy discounts on dietician services, acupuncture, chiropractic care and massages, plus 40% off select wellness products.

#### **Active & Fit Direct**

Active & Fit Direct allows you to choose from 9,000+ participating fitness centers nationwide for \$25 a month (plus a \$25 enrollment fee and applicable taxes).

#### **Lindora**

Save 45% on weight-loss programs.

#### **Puritan's Pride**

Receive 10% off on vitamins, supplements and minerals.



### Family and home

#### **HelpCare Plus**

Save 10% to 50% for the entire family on dental services, chiropractic care, vitamins, natural food and senior care for a cost of just 44 cents a day from HelpCare Plus.

#### **National Allergy Supply®**

Get a 20% discount on mattress covers, compressors and air filtration systems.

#### **GlobalFit™**

Discounts on gym memberships, fitness equipment, coaching and more from Global Fit.

#### **SelfHelpWorks**

Choose one of the online Living programs and get a 60% discount to help you lose weight, manage stress or treat alcohol-related issues.

#### **Jenny Craig®**

Receive a free three-month program and \$70 in food savings OR save 50% off All Access enrollment plus 30 days free (food costs separate). Restrictions apply.

#### **LifeMart®**

Get great deals on beauty/skin care, diet plans, fitness clubs, spas, yoga, sports gear and more!

#### **Allergy Control Products**

Save 20% on select doctor-recommended products. Plus, on all orders over \$79, free ground shipping anywhere in the contiguous U.S.

#### **23andMe**

Get \$40 off each Health + Ancestry Service Kit. Your DNA says a lot about you. Save 20% on a 23andMe kit and learn about your wellness, ancestry and more!

#### Save money on products and services for:

- Vision and hearing.
- Fitness and health.
- Family and home.



**Have questions? Contact the Trust Retiree Service Center:  
1-877-325-7265**



### **It's important we treat you fairly**

**Spanish:** Tiene el derecho de obtener esta información y ayuda en su idioma en forma gratuita. Llame al número de Servicios para Miembros que figura en su tarjeta de identificación para obtener ayuda. (TTY: 711)

**Chinese)** 您有權使用您的語言免費獲得該資訊和協助。請致電客戶服務部尋求協助。(TTY: 711)

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex.

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 Georgia: Blue Cross and Blue Shield of Georgia, 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. 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 Company (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.