State of New Hampshire Anthem Group Medicare Preferred (PPO)

State of New Hampshire Retiree Health Benefit Plan 2019
Welcome
*We’re glad to be with you!*
Proud of our partnership

Our partnership

Anthem has a long history with The State of New Hampshire

Proud to be your partner and grateful for your business

We are excited to be working with you to ensure this move to a Medicare Advantage plan is as seamless as possible for you
### Today’s Discussion

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<td>Questions and Answers</td>
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By your side – every step of the way

**Experience**
Knowledge You Can Trust
- 70 years of dedication
- 10 year partner of The State of New Hampshire

**Simplicity**
Easy for You
- Doctors you know & trust
- Power of One
- One phone number to call

**Care**
The Attention You Deserve
- Holistic health & wellness care
- Additional care benefits
First Impressions Welcome Line

Help Evaluating Options

• Talk to a live person who is senior sensitivity certified and receive pre-enrollment support

Understanding Plan Benefits & the Transition

Representatives are available to:
• Answer questions about pre-enrollment materials, providers, benefits, and questions about comparing the existing plan to the new plan

833.292.2602
Monday – Friday 8am-9pm ET
Medicare 101
What is a Medicare Advantage Plan?

What you need to know about Medicare Advantage:

- Health plan approved by CMS and offered by private insurers
- Combines coverage for Medicare Part A and Part B
- Protects you from unexpected medical costs
- Offers preventive care services at no cost to you
- Includes additional benefits like health and wellness programs
How does Medicare Advantage work?

<table>
<thead>
<tr>
<th>Original Medicare</th>
<th>Medicare Advantage (Part C)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part A Hospital Insurance</td>
<td>Part A Hospital Insurance</td>
</tr>
<tr>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>Part B Medical Insurance</td>
<td>Part B Medical Insurance</td>
</tr>
<tr>
<td>Optional Addition</td>
<td>+</td>
</tr>
<tr>
<td>Medicare Supplement</td>
<td>Health and Wellness Benefits</td>
</tr>
<tr>
<td>(Coordination of Benefits, WRAP)</td>
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**Note:** You must continue to pay your Part B premium while you are enrolled in your Medicare Advantage plan.
Considerations

A few considerations to enroll in a Medicare Advantage plan

- Be enrolled in Medicare Part A and Medicare Part B
- Continue to pay monthly Part B premium
Additional Benefits of Anthem’s Medicare Advantage plan

- First Impressions Welcome Team: Customer service line dedicated to you
- LiveHealth Online: Talk to doctors from your computer or smartphone
- SilverSneakers: Participate in fitness classes designed just for seniors
- International Coverage: ER and Urgent Care coverage when traveling
- 24/7 Nurseline: 24/7 access to nurses to answer any health questions
- Extra Benefits: • Preventive services • Access to Urgent Care
Let's talk about your doctors
Your plan includes a network of two types of providers: *In-network providers* and *Out-of-network providers*

<table>
<thead>
<tr>
<th>In-network Providers</th>
<th>Out-of-network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Providers who <em>participate in our network</em></td>
<td>✓ Providers who <em>do not</em> participate in our network</td>
</tr>
</tbody>
</table>

✓ You have the freedom to see *any provider that accepts Medicare*

✓ *No referral is needed*

✓ *Freedom to choose either in- or out-of-network providers*

**Note:** Your plan can only pay providers who accept Medicare, please check with your provider if they accept Medicare. The plan cannot pay your claim if they are not a Medicare provider.
3 ways Anthem makes it easy to find a doctor

Multiple ways to find doctors in your provider network

**Anthem.com**
Visit the “Find a Doctor” link at www.anthem.com to find an “Anthem Medicare Preferred (PPO)” provider

**Customer Service**
Call our toll-free Customer Service number listed on your membership card

**Call 1-800-810-BLUE**
Call 1-800-810-BLUE to ask for help finding your doctor
LiveHealth Online

Medical Support
Easy and convenient care for conditions such as cold, flu and infections

24/7 Access
Visit with an in-network board certified doctor 24 hours a day, 7 days a week, 365 days a year

Prescriptions
Doctors can send prescriptions to the pharmacy you select if medically necessarily

Emotional Support
Talk to an in-network licensed therapist or board certified to discuss feelings of depression, stress or anxiousness

LiveHealth online is available to you with no additional copays.
Your Plan Details
Everywhere that’s covered – all in one plan

Anthem Medicare Advantage

- Preventive services
- Coverage overseas (includes emergency/urgent coverage)

Doctors

- SilverSneakers
- 24/7 Nurseline

Hospitals

- LiveHealth Online
- SpecialOffers
## Summary of Rates

<table>
<thead>
<tr>
<th>Covered Services</th>
<th>In-network and out-of-network</th>
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</thead>
<tbody>
<tr>
<td><strong>Deductible</strong></td>
<td>$183</td>
</tr>
<tr>
<td><strong>Physician services, including doctor’s office visits (Medicare-covered services):</strong></td>
<td></td>
</tr>
<tr>
<td>• Physician visits</td>
<td>$0 copay</td>
</tr>
<tr>
<td>• Specialist visits</td>
<td>$0 copay</td>
</tr>
<tr>
<td><strong>Inpatient Hospital Care</strong></td>
<td>$0 copay</td>
</tr>
<tr>
<td>Hospital days are unlimited. Covered services include, but are not limited to a semi-private room (or a private room if medically necessary)</td>
<td></td>
</tr>
<tr>
<td><strong>Emergency Outpatient Care</strong></td>
<td>$0 copay</td>
</tr>
<tr>
<td>(waived if admitted within 72 hours)</td>
<td></td>
</tr>
<tr>
<td><strong>Preventive Care and Screenings</strong></td>
<td>$0 copay</td>
</tr>
<tr>
<td>• Bone mass measurement</td>
<td>$0 copay</td>
</tr>
<tr>
<td>• Colorectal screening</td>
<td>$0 copay</td>
</tr>
<tr>
<td>• Cardiovascular screening</td>
<td>$0 copay</td>
</tr>
<tr>
<td>• Diabetes screening</td>
<td>$0 copay</td>
</tr>
<tr>
<td>• Mammogram screening</td>
<td>$0 copay</td>
</tr>
<tr>
<td>• Prostate screening</td>
<td>$0 copay</td>
</tr>
<tr>
<td>• Physical exams</td>
<td>$0 copay</td>
</tr>
<tr>
<td>• Annual wellness visit</td>
<td>$0 copay</td>
</tr>
<tr>
<td><strong>Out-of-Pocket Maximum</strong></td>
<td>$183</td>
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*Anthem*
A suite of care programs for a healthier you

Retiree support along the health spectrum

<table>
<thead>
<tr>
<th>Healthy</th>
<th>Managing Conditions and Major Health Events</th>
<th>End-of-Life Care</th>
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<tbody>
<tr>
<td>Preventive care programs</td>
<td>Case Management</td>
<td>Aspire palliative care</td>
</tr>
<tr>
<td>Provider collaborations</td>
<td>Cancer resources and programs</td>
<td>Vital Decisions</td>
</tr>
<tr>
<td>MyHealth Advantage</td>
<td>Virtual Second Opinion</td>
<td></td>
</tr>
<tr>
<td>Medicare Diabetes Prevention Program</td>
<td>Rare disease management</td>
<td></td>
</tr>
<tr>
<td>Silver Sneakers</td>
<td>Clinical appropriateness review for OT/PT, cardiology, sleep, radiology, etc.</td>
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Silver Sneakers
LiveHealth Online
NurseLine
Health Survey
You’ll receive a call to complete a Health Survey so we can assist with medical conditions and get you the care you need.

Health Plan
Integrated health plan that addresses your physical, social and emotional well-being.

Helping you manage your care
Helps you manage ongoing health conditions and improve quality of life.

Care Management
24/7 NurseLine

Registered nurses are ready and waiting to help you – over the phone – with your health concerns.

- Registered nurses available 24/7
- Help assess symptoms
- Increase understanding of condition + course of treatment
- Ensure you receive the right care in the right setting
- Day or night, help to put your mind at ease
MyHealth Advantage

MyHealth Note
A confidential health care summary for

Jane W. Public
January 2012

Suggestions for You (details inside)

- Don’t miss out on your cholesterol screening.
- Don’t miss out on your glaucoma screening.
- Don’t miss out on your mammogram.
- Ask your doctor about ways to prevent falls.

Share this report with your doctors.

Benefits of MyHealth Note:

- Helps you keep track of your health and progress
- Includes reminders to make preventive care appointments
- We review your health claims, routine tests and checkups on a regular basis
- Recent claims, personalized messages and money-saving tips

 Medicare has neither reviewed nor endorsed this information.
SilverSneakers

• Access to fitness locations nationwide (availability is network-dependent)

• Use of amenities plus senior-focused group fitness classes

• SilverSneakers FLEX™ Community Fitness Classes and BOOM® Fitness Classes, plus many others

• Member website to stay connected with the SilverSneakers community

Find a location near you. Visit SilverSneakers.com.
Or call SilverSneakers at 1-888-423-4632,
TTY: 711, Monday to Friday, 8 a.m. to 8 p.m. ET.
Plus, access Special Offers for additional savings

Sample of Special Offers Available to Anthem’s Group Medicare Advantage Members

Vendors and offers are subject to change without prior notice. ABCBS does not endorse and is not responsible for the products, services or information offered by the vendors or providers. We negotiated the arrangements and discounts with each independent vendor or provider in order to assist our members. The products and services described above are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the grievance process.
Online resources at anthem.com

Access online resources anytime from your computer or smartphone

- Print a temporary ID Card
- Find a doctor
- Estimate your costs
- View claims
Enrollment Process
Enrollment Process

As part of your State of New Hampshire retiree health plan, you will be automatically enrolled.

Because we are required to do so by CMS, if you need to opt out just mail the opt out form by 11/1/18 to:
State of New Hampshire
Retiree Benefits Office
25 Capitol Street, Room 412
Concord, NH 03301

Note: CMS requires us to notify them of any person who opts out of this offering. However, please remember if you do opt out of the Medicare Advantage Plan you will be opting out of other State of New Hampshire plan offerings (Rx).
For your doctor and hospital visits, bring your NEW Anthem ID card

**Anthem ID Card**
- Use it at all provider locations

**Updated Guidance**
- Your old Anthem ID card will no longer be valid after the new plan effective date
- Note: You will still need to use your ExpressScripts card for your prescriptions
We’re here to help
Questions?

First Impressions
Welcome Line

833-292-2602
8am ET to 9pm ET
Monday through Friday, except holidays (TTY: 711)
Thank you
Thank you for joining us

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This information is not a complete description of benefits. Call 1-833-292-2602, 8am ET to 9pm ET, Monday through Friday, except holidays, for more information.