



# Get more

from Medicare Advantage



2019 Group Medicare Advantage PPO Plan

## What's Inside

	Welcome!.....	3
	Programs that help support your health..... SilverSneakers Fitness – MyHealth Advantage	5
	Ways we can help save you money ..... SpecialOffers program – Employee Assistance Program and travel assistance – Preventive care	9
	Online tools.....	15
	Online member portal – Find a Doctor tool	
	How to get care when you need it.....	19
	LiveHealth Online – 24/7 NurseLine – House Call program – Compassionate Support	

# Welcome!

Ready to start the next chapter in your life?



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

This booklet will help you discover 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. In addition to benefits provided under your plan, Anthem's group Medicare Advantage plan offers members value-added benefits, discount programs and more that are outlined in this booklet.

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.



### Questions?

**Call our First Impressions Welcome Team at 1-833-292-2602, TTY users dial: 711.** We're available Monday – Friday, 8 a.m. to 9 p.m. ET, except holidays.

## Discover the Anthem Blue Cross and Blue Shield Medicare “Advantage”

- \$0 copay for annual physical exam and wellness visit (same benefits you enjoy today)
- Freedom to see any doctor who accepts Medicare
- A dedicated Member Services team that is focused on you and your needs



*I'm stepping up my game and writing a whole new chapter in my life.*

## Programs that help support your health

### **The journey to better health can start with a single step**

Your Anthem Blue Cross and Blue Shield group Medicare Advantage plan is here to help with programs and services that let you take an active role in your health – at no additional cost to you.



### SilverSneakers®

Page 6

This program can help keep you active and engaged through a host of fitness classes, health education tools and social events.



### MyHealth Advantage

Page 7

Personalized attention and communications help you maintain good health and save money, too.

# Pursue the whole you – mind, body and spirit



SilverSneakers®\* is a value-added program offered through Anthem's group Medicare Advantage plan that 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 14,000+ participating locations nationwide and use of all basic amenities\*
- SilverSneakers FLEX classes at neighborhood locations offering activities like tai chi, yoga, dance and walking groups.
- On-demand workout videos plus health and nutrition tips



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



If you belong to a fitness center that is interested in participating in SilverSneakers, refer them to call **1-866-584-7389**.

\* 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.

# We reach out to help you improve your health



## MyHealth Advantage

As your dependable health partner, we never stop looking for ways to help keep you feeling your best. MyHealth Advantage is an outreach mailing program which suggests ways to both help improve your health and save you money, including:

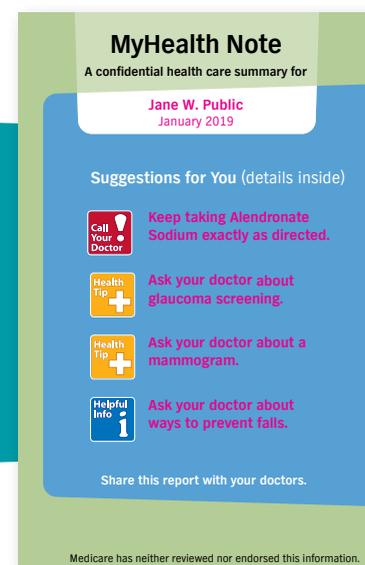
- Regular reminders about needed care, tests or preventive health steps
- Free access to health specialists ready to answer your questions

MyHealth Advantage does this by safely and securely using your health information.

### Get personalized attention with MyHealth Notes

MyHealth Notes remind you to get needed care and take other preventive-care actions, like tests and screenings.

And, as always with Anthem Blue Cross and Blue Shield, if you ever have questions, one of our team members will be available and happy to answer them.



## We'll keep your doctor in the loop

Our MyHealth Advantage team will reach out directly to your doctor when we detect certain health alerts – for example, if an annual test is overdue.

MyHealth Note Example



*Staying healthy  
and saving money  
at the same time  
frees me to focus  
on the important  
things in life.*



**Learn more about this plan**  
Call our First Impressions Welcome Team at 1-833-292-2602,  
TTY users dial: 711.

## Ways we can help you save money

At Anthem Blue Cross and Blue Shield, we work hard to make sure you're getting the exceptional care and great service you deserve. We work hard to bring you a range of benefits and offers that can help you save.



### Special Offers

Page 10

Get discounts and save money on dozens of programs, services and products.



### Preventive care

Page 12

Take charge of your health — with our help. Continue to get an annual routine physical and more — with \$0 out-of-pocket costs.

# 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 Blue Cross and Blue Shield group Medicare Advantage 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 **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 Medicare Advantage 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.

### 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!



## 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.

### 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



### Get a complete SpecialOffers list

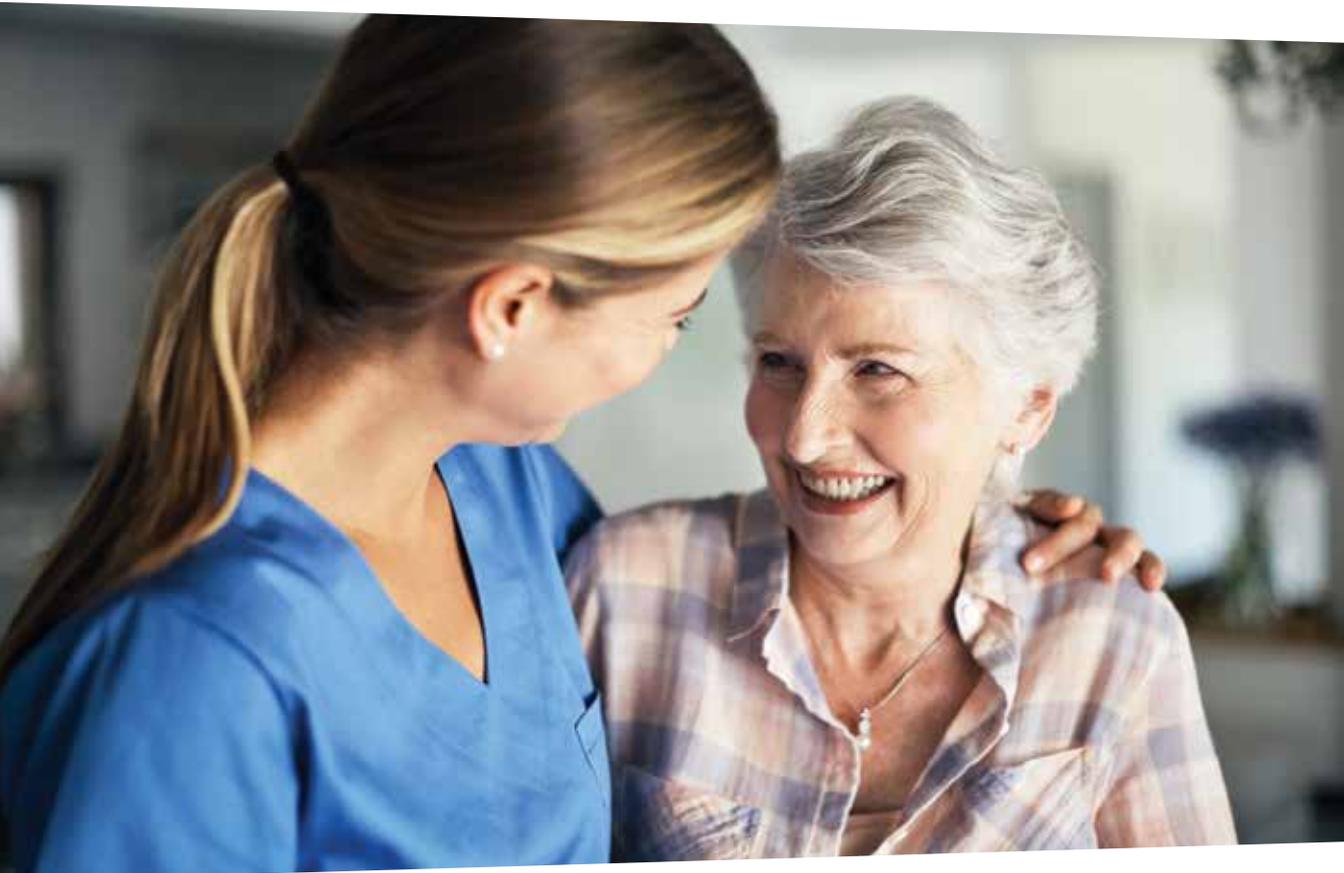
Contact our First Impressions Welcome Team at 1-833-292-2602, TTY users dial : 711. More information will be provided when you enroll.

## Stay on top of your health

### \$0 out-of-pocket cost for preventive care and an annual routine physical

What they say about an ounce of prevention is true. Regular exams and tests can help find problems before they start. They also aid your doctor in keeping a true picture of your health needs and tracking important numbers like blood pressure, height, weight and cholesterol counts.

Because we care about your health, your Anthem Blue Cross and Blue Shield plan covers a routine physical and Annual Wellness visit — at no cost when you see a doctor who accepts Medicare.



### Remember to talk to your doctor about these topics during your visit:

#### ✓ Consider disease risk.

You'll learn what symptoms to watch for based on your family's medical history and what tests may be needed to stay ahead of any health issues.

#### ✓ Check vaccination history.

You'll find out what vaccinations might be needed considering your age and medical condition. Flu and pneumonia shots are covered with a \$0 copay.

#### ✓ Review medications.

Bring a list of all your prescribed and over-the-counter drugs to see if your doctor suggests possible changes or renewals.

#### ✓ Provide diet and exercise recommendations.

Based on your current health, your doctor will explain which foods and types of physical activity would work best for you.

#### ✓ Annual physicals may include other important tests as well.

### You will continue to enjoy a \$0 copay for:

- Annual physical exams
- Vaccines
- Welcome to Medicare office visit
- Health screenings

### Find out how you can have a doctor by your side 24/7.

It's easy using LiveHealth Online — for a \$0 copay. Read about it on Page 20.



**Questions about your group Medicare Advantage plan option?**  
Contact our First Impressions Welcome Team at 1-833-292-2602, TTY users dial: 711.

*Here's the story:  
Giving me choices  
and helping me  
manage my health  
care spending just  
makes my life easier.*

## Online tools

Your Anthem Blue Cross and Blue Shield group Medicare Advantage plan gives you access to powerful tools that let you find the proper doctor or facility, and enjoy convenience and flexibility.



Online member portal

Page 16

Get a clear understanding of your health claims or medical coverage details.



Find a Doctor tool

Page 17

Looking for the right doctor? The search just became a whole lot easier.

## Enjoy the ease and convenience you want



### Online member portal

We believe that the more you know about what's happening with your health plan the better you'll feel. That's why once you enroll, we offer an easy way to access all the details about your plan, claims and more — with our online member portal.

#### Review your *Explanation of Benefits*

After you visit a doctor or facility and submit a claim, we'll produce an *Explanation of Benefits* explaining the amount we paid, how much you must pay and the benefits available, plus much more.

#### Make smarter health decisions by getting information about:

- Deductibles
- Office visits
- Ambulance services
- Out-of-pocket limits
- Urgent care



### Manage your plan — with just a few clicks

#### Register at [www.anthem.com](http://www.anthem.com) as a new member!

Reduced paperwork, fewer phone calls and greater convenience are just a few of the reasons why you'll want to register on our secure website at [www.anthem.com](http://www.anthem.com). Staying on top of your health couldn't be easier or more convenient. Sit down, log on and do all this:

- Find a doctor or hospital
- Take advantage of health decision and support tools
- Order a new membership card or print a temporary membership card
- Find important forms and benefit charts
- Explore personalized health information, surveys and calculators



### Find a Doctor tool

Choosing the right doctor can and should be a personal thing. With your Anthem Blue Cross and Blue Shield group Medicare Advantage plan, it's also a very easy thing.

Use our online Find a Doctor tool to look for doctors, hospitals, labs and other health care providers in your plan.

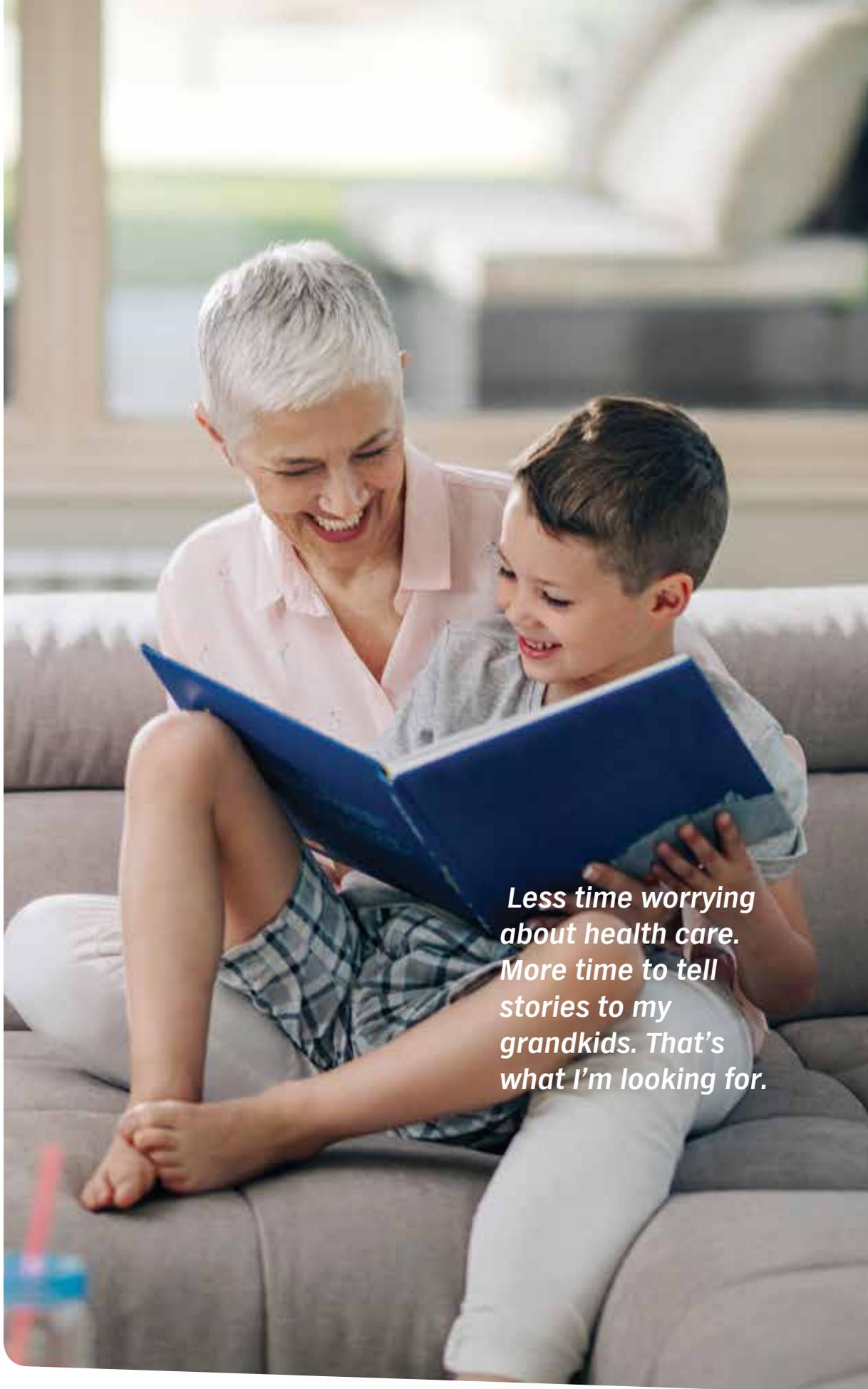
Check if your preferred doctor is in your plan or search for one near you. You can also read about patient reviews and check for awards and certifications.

#### It's so easy to get the care you want:

1. Go to [www.anthem.com](http://www.anthem.com)
2. Select **Menu**
3. Select **Find a Doctor**
4. Under Search as a Guest, **search by selecting a plan or network using your plan name, Anthem Medicare Preferred (PPO)**

- Find a nearby doctor, hospital, or lab
- See if a provider is in your plan
- Check for awards and certifications
- Read patient reviews
- Make your life easier





*Less time worrying  
about health care.  
More time to tell  
stories to my  
grandkids. That's  
what I'm looking for.*

## How to get care when you need it

We all know that health issues don't always arise at convenient times. Rest assured that Anthem Blue Cross and Blue Shield is there for you when they do. Because we're committed to providing you with exceptional care, we offer a variety of ways to get it right when you need it.



### LiveHealth Online

Page 20

When your doctor isn't available, we bring the doctor to you — for a \$0 copay. You can save time and feel better faster!



### 24/7 NurseLine

Page 21

Get help with a health condition after hours, or listen and learn about hundreds of health topics through our audio library.



### House Call program

Page 22

For members who qualify, we offer health care assessments in your own home or other appropriate health care setting.



### Compassionate Support

Page 23

For members who qualify, we provide access to trained, compassionate professionals who offer the insights, advice and education you need for end-of life planning.

## 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 Blue Cross and Blue Shield group Medicare Advantage 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 Blue Cross and Blue Shield group Medicare Advantage 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.

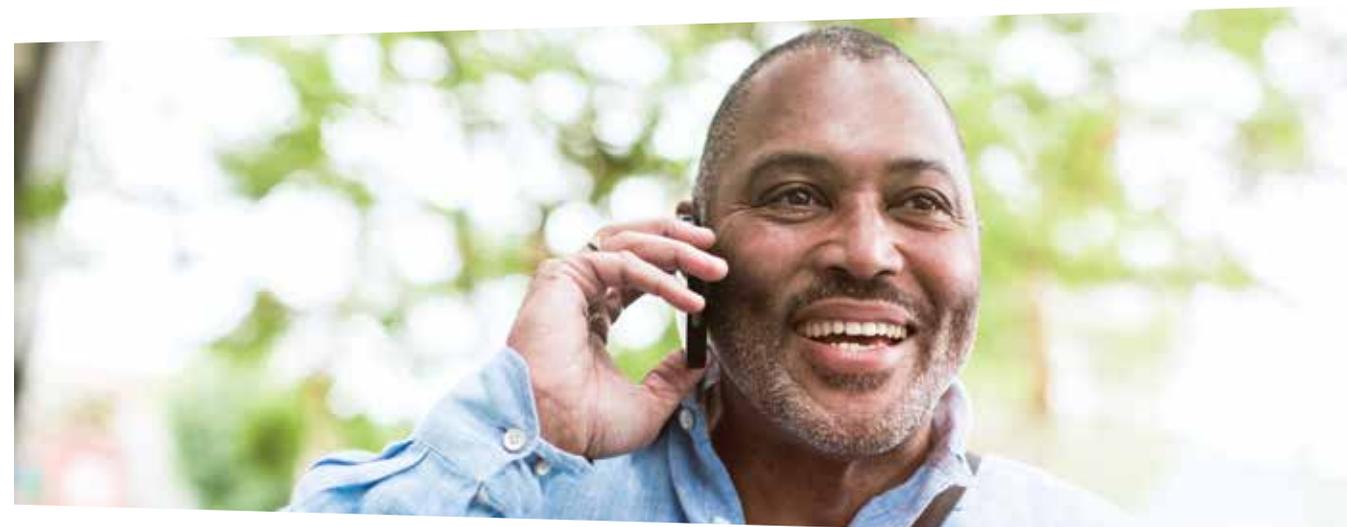
**Learn about 300+ health topics**  
**Listen to our HelpLine AudioHealth Library**

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.



### Health advice is just a phone call away!

**Call toll-free 1-800-700-9184, TTY users dial: 711**



\* 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.

## Because we take your health personally



### House Call program\*

More time to talk about your health. More information to help doctors keep you well. That's the idea behind our House Call program, an outreach program offering a personalized visit in your home or other appropriate health care setting that can lead to a treatment plan tailored just for you. The House Call program is available at no additional cost for members. Those who qualify are contacted directly by their Anthem Medicare Preferred (PPO) plan case managers.

#### Your personalized health assessment includes:

- Measuring your height, weight and body mass index (BMI)
- Recording your blood pressure and other vital signs
- Asking basic questions about your health status



### CHAT

A clinician will talk with you about any questions or concerns you may have about your health.



### SCREEN

A clinician will help you to complete a simple health questionnaire.



### SHARE

The results of your health assessment will be shared with you and your doctor.

#### Well worth the time

We know your time is valuable. But it only takes an hour to complete the House Call Program health assessment and the results are well worth it.

\* House Call program is administered by an independent vendor. It is available to members that qualify.

## Plan ahead for peace of mind



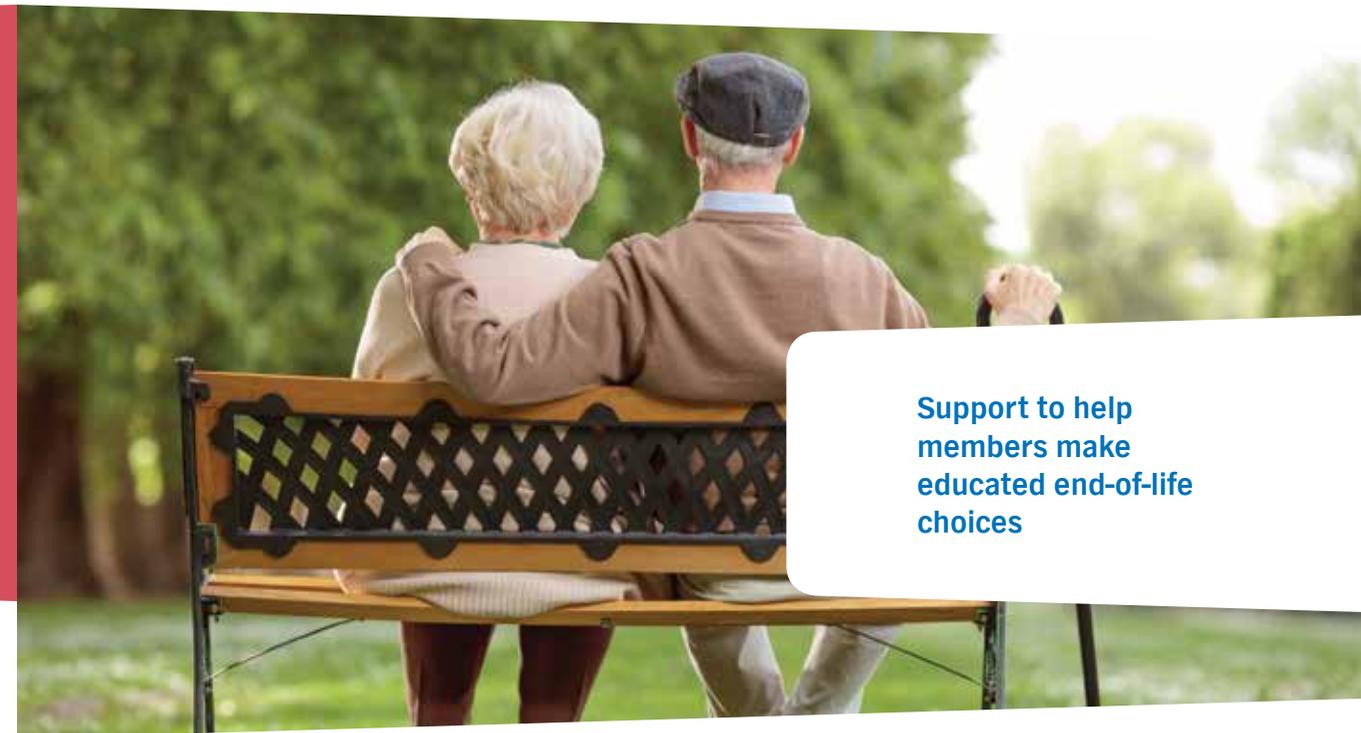
### Compassionate Support

Some health care decisions can be difficult, especially if you're facing advanced stages of an illness. That's why Anthem Blue Cross and Blue Shield offers qualifying members access to resources to help make the best decisions for themselves and their family and put their legal affairs in order, too.

#### Talk to people who know — and care

You will receive compassionate education and coaching by trained specialists to help members identify, communicate and incorporate their personal wishes in end-of-life decision-making. That includes setting up advance directives and other important documents.

For members who qualify, participation is strictly voluntary.



Support to help members make educated end-of-life choices

## It's important we treat you fairly

### It's important we treat you fairly

That's why we follow Federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters. Interested in these services? Call Member Services for help (TTY: 711).

If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, 4361 Irwin Simpson Rd, Mailstop: OH0205-A537; Mason, Ohio 45040-9498. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling **1-800-368-1019** (TTY: **1- 800-537-7697**) or online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

### Get help in your language

Separate from our language assistance program, we make documents available in alternate formats. If you need a copy of this document in an alternate format, please call Member Services.

**English:** You have the right to get this information and help in your language for free. Call Member Services for help. (TTY: 711)

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

**Arabic:** يحق لك الحصول على هذه المعلومات والمساعدة بلغتك مجاناً. اتصل بخدمة العملاء للمساعدة.  
(TTY: 711)

**Armenian:** Դուք իրավունք ունեք Ձեր լեզվով ստանալու այս տեղեկատվությունը և ցանկացած օգնություն՝ անվճար: Օգնություն ստանալու համար զանգահարեք հաճախորդների սպասարկման կենտրոն: (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)

**Farsi:** شما این حق را دارید که این اطلاعات و کمکها را به صورت رایگان به زبان خودتان دریافت کنید. برای دریافت کمک با مرکز خدمات مشتریان تماس بگیرید.  
(TTY: 711)

**French:** Vous avez le droit d'accéder gratuitement à ces informations et à une aide dans votre langue. Pour obtenir de l'aide, veuillez appeler le service client.  
(TTY: 711)

**Haitian:** Ou gen dwa resevwa enfòmasyon sa a ak asistans nan lang ou pale a pou gratis. Rele nimewo Sèvis Kliyan an pou jwenn èd. (TTY: 711)

**Italian:** Ha il diritto di ricevere queste informazioni ed eventuale assistenza nella sua lingua senza alcun costo aggiuntivo. Per assistenza, chiami il Servizio clienti.  
(TTY: 711)

**Japanese:** この情報と支援を希望する言語で無料で受けることができます。サポートが必要な場合はカスタマー サービスにお電話ください。(TTY: 711)

**Korean:** 귀하께는 본 정보와 도움을 비용없이 귀하의 언어로 받으실 권리가 있습니다. 도움을 받으시려면 고객 서비스부로 연락해 주십시오. (TTY: 711)

**Polish:** Masz prawo do bezpłatnego otrzymania niniejszych informacji oraz uzyskania pomocy w swoim języku. Zadzwoń pod numer Działu Obsługi Klienta w celu uzyskania pomocy. (TTY: 711)

**Portuguese:** Você tem o direito de receber gratuitamente estas informações e ajuda no seu idioma. Ligue para o Atendimento ao Cliente para obter ajuda. (TTY: 711)

**Russian:** Вы имеете право получить данную информацию и помощь на вашем языке бесплатно. Для получения помощи звоните в отдел обслуживания клиентов. (TTY: 711)

**Tagalog:** May karapatan kang makuha ang impormasyon at tulong na ito sa sarili mong wika ng walang kabayaran. Tumawag sa Serbisyo para sa mga Kustomer para matulungan ka. (TTY: 711)

**Vietnamese:** Bạn có quyền được biết về thông tin này và được hỗ trợ bằng ngôn ngữ của bạn miễn phí. Hãy liên hệ với Dịch vụ khách hàng để được hỗ trợ. (TTY: 711)





## Have questions? Call the First Impressions Welcome Team

Call **1-833-292-2602**, TTY users dial: **711**, Monday – Friday, 8 a.m. to 9 p.m. ET, except holidays.

Out-of-network/non-contracted providers are under no obligation to treat Anthem Blue Cross and Blue Shield members, except in emergency situations. For a decision about whether we will cover an out-of-network service, we encourage you or your provider to ask us for a pre-service organization determination before you receive the service. Please call our First Impressions Welcome Team at **1-833-292-2602**, TTY: **711** for more information, including the cost-sharing that applies to out-of-network services.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. Benefits, premiums and/or copayments/coinsurance may change on January 1 of each year or upon renewal. For those with Medicare Part B: You must continue to pay your Medicare Part B premium.

The provider network may change at any time. You will receive notice when necessary. Other physicians/providers are available in our network.

Anthem Blue Cross and Blue Shield is an LPPO plan with a Medicare contract. Enrollment in Anthem Blue Cross and Blue Shield depends on contract renewal.

Anthem Health Plans of New Hampshire, Inc. (AHPNH) is the legal entity that has contracted with the Centers for Medicare & Medicaid Services (CMS) to offer the LPPO plan noted above or herein. AHPNH is the risk-bearing entity licensed under applicable state law to offer the LPPO plan(s) noted. AHPNH has retained the services of its related companies and the authorized agents/brokers/producers to provide administrative services and/or to make the LPPO plan(s) available in this region. Anthem Blue Cross and Blue Shield is the trade name of Anthem Health Plans of New Hampshire, Inc., an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.