Anthem FAQs - Effective July, 2020

We're excited to let you know that effective July 1, 2020, Anthem will again be servicing Eastern CT Health & Medical Cooperative's health plan members, which comes with many programs and resources to serve you better. This means it will be easier to use your health plan and understand your benefits. Here are some things to expect when your employee health benefits transition on July 1st:

MEMBER EXPERIENCE

What should I expect to see?

Anthem members will enjoy a more personalized member experience and easier-to-understand medical plan communications. Some of the most important to note include:

- ✓ A higher-touch, guided, call center experience. Highly-trained associates called Health Guides will provide a concierge-style of phone support to help members make the most of their benefits and will not only be available by phone but also using a mobile app, email or online chat. See below for more information.
- ✓ More streamlined IVR service. Self-driven member service, for those that prefer this, with a new IVR voice-recognition feature will be available. Members can speak their reason for calling, which will generate an appropriate system response, or they can continue to use the keypad. A simplified call flow, with fewer menu selections, will allow you to reach a representative more quickly.
- ✓ Simplified medical explanation of benefits (EOBs). Our EOB makes it easy for you to know what's been paid by Anthem and whether and how much you owe out-of-pocket to the provider. This includes describing services in plain language (no more CPT codes to decipher!) and a year-to-date summary so you know how close you are to your deductible and out-of-pocket maximum. We also include relevant health tips and reminders, and make contact information easy to find if there are questions.
- ✓ Optional 'What's my status' message. Members can sign up to be notified when a claim is received, approved and/or denied. These notifications are delivered via email or through the Sydney mobile app.
- ✓ Medical benefits will **not** change.

What is an Anthem Health Guide?

- ✓ Anthem Health Guides are at the core of the *enhanced member service experience* ECHMC will be introduced to beginning July 1, 2020. They work closely with care professionals, like nurses, health coaches and social workers, to provide personalized and consultative support. Health Guides can also help connect the right benefits and programs for members' care needs, such as: cancer support for employees, family members and caregivers before, during and after treatment; behavioral health support, including dealing with drug and alcohol abuse; reminders and appointment-scheduling support for preventive care and much more.
- ✓ Anthem Health Guides use smart engagement technology to provide personalized guidance. With the help of these tools, Health Guides are able to:
    - Connect employees to programs and needed support
    - Spot gaps in care, such as routine exams and screenings
    - Help you save money on prescription drugs
    - Compare costs, find in-network doctors, and much more.
- ✓ You can contact Anthem Health Guide after July 1, 2020 by phone at 833-952-2074, mobile device, web chat or secure email. You can also schedule a convenient time for a call back.

Will I receive new ID cards?

- ✓ Yes, all enrolled members will receive new cards prior to July 1, 2020.
- ✓ If a card is not received you can register under anthem.com and print a temporary or call Anthem customer service.
- ✓ Most members currently have more than one ID card (Medical, Vision, Dental). With this change, you will have the convenience of only one ID card.
- ✓ It's important for you to use your new member ID card beginning on the effective date to make sure your claims are processed correctly and without delay.
- ✓ ID cards are also available for online viewing at anthem.com and through Anthem's Sydney Health mobile app. The app can be downloaded from Google Play™ or the App Store®.

Are member services phone numbers changing?

- ✓ Yes. Members will have new phone number to access member services (833-952-2074), and these will also be on your new ID cards.

NEXT STEPS

- ✓ **If you do not have any changes to your membership such as adding or deleting someone from your policy, you do not need to fill out an application; your current information will be sent to Anthem BCBS.**
- ✓ **If you do have changes, please report them to your HR department.**
- ✓ **Look for your new ID cards.** It's important that you show your ID card to all of your doctors and anywhere else you receive care. They'll need your updated plan information and group number to submit claims for you.
- ✓ **Register on anthem.com.** Haven't registered yet? It's easy. Just go to anthem.com and click "register now" or download the new Sydney Health mobile app to get one-click access to benefits information, wellness resources, your digital ID card and more.
- ✓ **Consider using LiveHealth Online for your routine office visits and more.** Haven't used Telehealth before? This care option connects you to doctors, therapists, psychologists, psychiatrists and more by two-way video. Watch this video to learn more.

Find out more about your benefits!
From doctor visits to prescriptions, preventive care to emergency room services and even wellness programs and chronic condition management, we want you to get the most out of your Anthem health plan. Read our blog post for information, then log into your account at anthem.com to learn even more.

And, don't forget -- download the new Sydney mobile app at Google Play™ or the App Store® today!

Informational brochures on Anthem's programs are enclosed in the packet