

Unlock better surgical results with a Blue Distinction+ hospital

Plan to achieve the optimal outcome from your hip, knee, and spine surgeries

To ensure coverage under the Preferred Provider Organization (PPO) plan, certain surgeries must be performed at an Anthem Blue Cross Blue Distinction+ center. These hospitals excel in hip and knee replacements and inpatient spine surgeries.

Understanding the difference

Some hospitals deliver better outcomes than others for certain procedures. To earn the Blue Distinction+ (BD+) label, a hospital must outperform others in the areas that affect patient healthcare the most: quality, safety, and efficiency. BD+ Centers meet affordability standards and deliver better results — including fewer complications and readmissions — than other hospitals.

For a list of hip, knee, and spine procedures that are part of the program, please call the Customer Service number on the back of your member ID card.

Finding a Blue Distinction+ hospital

1. Go to anthem.com/ca/sisc/find-care/.
2. Scroll down to *Blue Distinction Centers and Centers of Medical Excellence*.

If you need help finding a surgeon who practices at a Blue Distinction+ hospital, you can ask your primary care doctor or orthopedic specialist to help you. Also, most BD+ hospitals have an Orthopedic Program Director who can help you find surgeons who are part of their program. They also can provide detailed information about what their program offers.

Are you planning a hip, knee, or spine surgery?

If you're planning a surgery, the SISC Expert Medical Opinion program can provide a second opinion with a top specialist in the field of joint replacement and spine surgery. They take care of collecting your medical records, and a medical specialist will give you their opinion and advice on the phone or online.

Call **855-201-9925** to start a second opinion or visit teladoc.com/sisc to learn more.

Travel assistance

A travel benefit is available to you if there is no Blue Distinction+ center within 50 miles of where you live. It pays travel expenses for the patient and a companion. It also includes a concierge service called HealthBase that serves as a link between patients and doctors. HealthBase helps with travel arrangements, accommodations, and setting up appointments. They'll even take care of sending your medical records to the BD+ center. Call Anthem Customer Service at the number on the back of your ID card, and they'll connect you with a HealthBase representative.

Exceptions

There are times when you may be able to go to a non-Blue Distinction+ center. For example:

- Emergencies.
- Additional complications such as cancer.
- Patient is under the age of 18.
- SISC is secondary to other primary benefits.
- Patient lives outside of California.