



Get the care you need – and save money

Our programs, services and online tools can help you find care, save money and better understand your benefits

A little knowledge pays off. Find out how your benefits, claims and online tools work.

Let us know how you want to hear from us

By keeping your information up to date, we can give you the best service possible.

With your profile on **anthem.com/ca**, you can:

- Let us know how you'd like to hear about new services, products, benefits or discounts.
- Verify or change your contact information and preferred language.

- Add your claims to an electronic health record.
- Allow others to view your health plan information online.
- Choose to get your explanation of benefits (sometimes called health statements or claim summaries) electronically.
- Sign up for WebMD newsletters.

Find it: Log in at **anthem.com/ca**, and choose **Profile**.





See your benefits, coverage and costs in one place

See what services your plan covers. Find out how much you might pay when you get care.

Find it: Log in at anthem.com/ca, go to **Benefits** and then **Medical**.

Manage spending for your care

Track your costs, claims, deductibles, out-of-pocket dollars and spending account balances.

Find it: Log in at anthem.com/ca and go to **Claims**.

Comparison shop for your care and save

By doing a little research, you can save up to hundreds of dollars on your care. Lab tests, X-rays and procedures like back surgeries and knee replacements can vary a lot in price depending on where you go.

With our **Estimate Your Cost** online tool, find out the cost for hundreds of procedures before setting foot in a doctor's office. Check out quality measures, such as how many times a provider has performed a procedure, so you can make the right choice for you.

Find it: Log in at anthem.com/ca and choose **Estimate Your Cost**.

Understand your claims

Find out if you owe anything for your care by looking at your explanation of benefits (EOB), health statement or claim summary. Our **Show Me the Math** tool breaks it down line by line. See what your benefits cover, what costs we pay and how we figure out what you pay for a claim.

Find it: Log in at anthem.com/ca and go to **Claims**. Choose a claim number to see your claim, and then select **Show Me the Math**.

Keep your health history in one secure place

Trying to remember when you had a test or immunization? Now you can have all your health information in one place so it's easy to find in an emergency or when you see a doctor. With anthem.com/ca, keep a record of your prescriptions, health condition, screenings, shots and more. Print and share this information with your doctors to avoid a drug interaction or duplicate tests or procedures.

Find it: Log in at anthem.com/ca, go to the **Health & Wellness** tab and choose **Start your health record**.

Find the care that's best for you when you need it

Stay healthy with preventive care that's covered at 100%

Things like your yearly exam, a flu shot and immunizations are usually covered at no charge when you see an in-network doctor. That means you pay nothing out of pocket. Keeping on top of your health and catching problems early can make a big difference in staying healthy. See which services and treatments might be right for you by looking at our online preventive care guidelines.

Find it: Log in at anthem.com/ca, go to the **Health & Wellness** tab and select **View All Preventive Health Guidelines**.

Download the free Anthem mobile app so you can manage your health care on the go!



Find a doctor, hospital and other health care providers in the network

Look for nearby network doctors, pharmacies, labs and more. You can even check out the doctors' training and experience, see if they've earned any awards, or speak other languages. When you stay in-network, you'll most likely pay less for care.

Here's what else you can do using **Find a Doctor**:

- Rate your doctors or see what other patients think of them.
- Find a Blue Precision specialist who meets high-quality standards for affordable care.
- Look for a Blue Distinction Center hospital that's recognized for quality, cost-effective specialty care.
- Locate an Enhanced Personal Health Care doctor who spends more time with you and gets you the care you need — even after hours.

Find it: Log in at [anthem.com/ca](https://www.anthem.com/ca) and choose **Find a Doctor**.

Get care when you need it right way

When you're sick or hurt and need to decide where to get care, going to the emergency room might seem like the first choice. But if it's not an emergency, you can go to your primary care doctor, a walk-in doctor's office, retail health clinic or urgent care center instead. Search for a quick care option now so you're prepared when you need one. You could save time and hundreds of dollars on a visit. Not sure where to go when you need care? Just call our 24/7 NurseLine at the number on your member ID card.

Find it: Log in at [anthem.com/ca](https://www.anthem.com/ca) and select **Find Urgent Care**.

Talk to a registered nurse at any time

Call **24/7 NurseLine** anytime to talk to a registered nurse about your health concerns. When you aren't sure what to do about your child's cough or if you

think have the flu, nurses are always available to help. They also can answer questions about preventive care. And, our nurses can help you make the right choice about where to get your health concerns treated, which may end up saving you money and time.

Find it: Call the **24/7 NurseLine** number on your member ID card.

Visit with a doctor online 24/7

See a doctor when it fits your schedule — at home, in the office or on the go. No need for an appointment and no waiting. All you need is the **LiveHealth Online** app or a computer with a webcam. Using **LiveHealth Online** may cost as little as a regular office visit or, at most, \$49. You have 24/7 access to board-certified doctors through secure and private two-way video chats. Get help with colds, the flu, allergies, fevers and more. And, many **LiveHealth Online** doctors can send your prescription to a pharmacy.*

Find it: Download the app at the App Store or Google Play or visit [livehealthonline.com](https://www.livehealthonline.com).

Manage your pharmacy benefits and save on medications

Manage your pharmacy benefits

On [anthem.com/ca](https://www.anthem.com/ca), you can:

- See your drug claims.
- Find out your copays or coinsurance.
- Look at drug lists.
- Check drug interactions.
- Ask for prior authorization and more.

Find it: Log in at [anthem.com/ca](https://www.anthem.com/ca) and choose **Prescription Benefits**.



Price a medication before you fill it

Find out how much a prescription will cost at a local drugstore or through the home delivery pharmacy using our **Price a Medication** tool. It also suggests other drugs to help you save money. Always talk with your doctor before switching medications.

Find it: Log in at anthem.com/ca, select **Prescription Benefits** and pick **Price a Medication**.

Get medicine delivered to your home

If you take a prescribed medication regularly, have it delivered to your front door using the home delivery pharmacy. In most cases, you can get a three-month supply for the price of a two-month supply. This means it's possible to **save up to four monthly copays a year**.

Find it: Log in at anthem.com/ca, go to **Prescription Benefits** and choose **Start a New Prescription**.

Order a refill

Having refills for the drugs you take regularly is important. When you get medications from the home delivery pharmacy, it's quick and easy to order refills. You also can set up automated refills to make sure you get your medications every month at around the same time.

Find it: Log in at anthem.com/ca, go to **Prescription Benefits** and choose **Order a Refill**.

Find out when your medication will be delivered

It's easy to check the status of an order from the home delivery pharmacy.

Find it: Log in at anthem.com/ca, go to **Prescription Benefits** and choose **Check Order Status**.

Try a generic or an over-the-counter (OTC) medication

Generic drugs have the same active ingredients, strength and dose as brand-name drugs. And, there are lots of OTC drugs to treat common conditions. Generics and OTCs could save you hundreds of dollars a year.

Find it: Ask your doctor if a **generic version** is available or if there's an **OTC medication** that would work for you.

Take some steps for your health

Check out discounts on health and wellness products

Save money on things that are good for you. Check out our member-only discounts on products and services, such as vitamins, acupuncture, health and beauty products, massage therapy, fitness center memberships and much more.

Find it: Log in at anthem.com/ca and select **Discounts**.

Find out if you need to take steps to improve your health

Learn about your health and see if you need to make any changes to stay healthy. Use our **Health Assessment** to answer questions about your lifestyle, current health and history. Next, you get a personal report with health tips. The report tells you if you can sign up for other health programs offered through your plan at no extra cost. A few key steps today could help you avoid costly, serious treatments later.

Find it: Log in at anthem.com/ca, go to the **Health & Wellness** tab. Next, choose **Take my HA now**.

Create a plan to improve your well-being and track your progress

Lose weight, stop smoking, reduce stress and exercise more with our online tools and resources in our **Healthy Lifestyles** program. Take advantage of online fitness tracking and customized workout plans, discounts on spa services and massage therapists, healthy recipes, quit-smoking programs and more. Plus, get the support you need at our online community forums.

Find it: Log in at anthem.com/ca, go to the **Health & Wellness** tab and choose **Get started** in the **Healthy Lifestyles** box.



*LiveHealth Online is available in most states and is expected to serve more areas in the near future. Visit livehealthonline.com to see the service map by state. Only certain states allow doctors to write prescriptions after an online visit.

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