

# Trust in Anthem Blue Cross to make a difference

Leading businesses and their employees to better health is what we, at Anthem Blue Cross (Anthem), focus on each and every day. We do this by offering flexible, innovative health benefits, improvement programs, and simplified administration services that make health care easier than ever to use. With local service and the value of the Blue Cross brand, we deliver measurable results and real value — now and for the long term. We're committed to providing the best value for health care coverage dollars and to helping ensure our members have access to affordable health benefits.

**Anthem Blue Cross has served Californians for over 78 years. Here are a few facts about us:**



Headquarters:  
**Woodland Hills**



**7,500**  
associates



**8,353 million**  
members

## **Access to savings and extensive provider networks:**

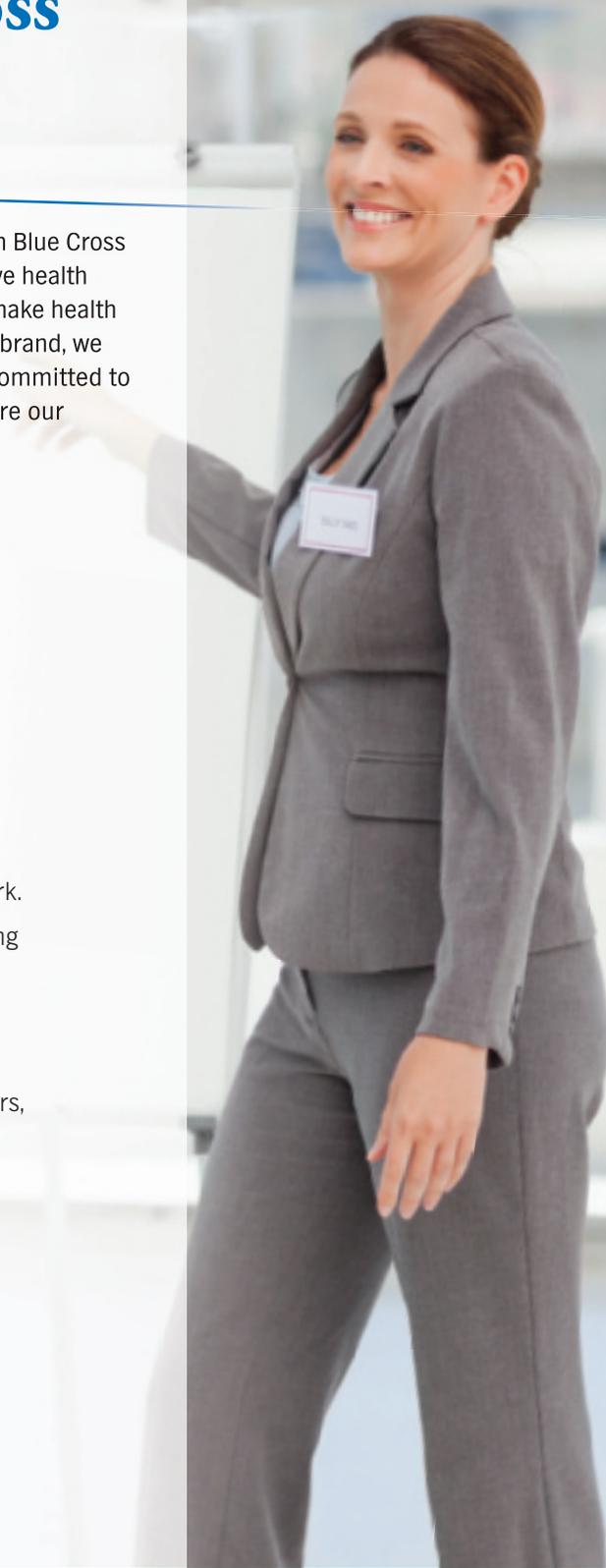
- More than 60,800 doctors and specialists make up our strong local network.
- We have contracted with more than 90% of hospitals in California, including 400 acute care hospitals.
- 60% average hospital discount.
- 48% average provider discount.
- 93% of our members visit in-network doctors versus out-of-network doctors, which helps them save on the cost of care.
- More than 96% of hospitals and more than 91% of physicians across the country contract with us through the BlueCard® program.<sup>1</sup>
- About 62,000 participating retail pharmacies across the country are in our pharmacy network, including most major chains and many independent neighborhood pharmacies.<sup>2</sup>
- Our Dental Complete members can access more than 97,000 in-network dentists — near where they live and across the country; emergency care worldwide is also available.
- Our vision benefits give members access to large national eye care providers, including 1-800 CONTACTS®, LensCrafters®, Sears Optical<sup>SM</sup>, Target Optical® and JCPenney® Optical.



Health · Pharmacy · Dental · Vision · Life · Disability

## **Explore all that Anthem can do**

To learn more about our health plans, strong provider network, and health and wellness programs, go to [anthem.com/ca](https://www.anthem.com/ca).  
To learn more about how our industry-leading dental, vision, life and disability plans, go to [anthem.com/specialty](https://www.anthem.com/specialty).



## See how our plans work together seamlessly to benefit your clients:

- **We offer a wide range of traditional (HMO and PPO) and consumer-driven (HSA and HRA) health plans.**
- **We offer dental, vision, life and disability plans at competitive prices.** With the rising cost of care, many employers struggle to offer these types of benefits to employees. That's why we offer competitive pricing, employee-paid voluntary options, and a variety of choices.
- **We make prescriptions easy with our home delivery pharmacy program.** It's a fast and easy process for members and their families to get their prescription drugs delivered directly to their homes. It's the ultimate convenience.
- **We support members and encourage them to make healthy choices.** Our members have access to discounts on healthy living products and services.

## Our integrated care management programs are among the best:

- **Health and wellness** — Our wellness programs and services offer a holistic, integrated approach to improved health.
- **MyHealth Advantage** — We identify gaps in care and lower-cost alternatives to help members enjoy higher-quality care and lower-cost care.
- **Health Assessment** — Members can take an online assessment to help them understand their overall health and identify risks.
- **24/7 NurseLine** — Members can talk toll free to a registered nurse about their health questions and get health information around the clock. In fact, more than 88% of our members rely on advice from our 24/7 NurseLine.<sup>3</sup>
- **Anthem Whole Health Connection<sup>SM</sup>** — Members benefit from connected, best-in-class medical, dental, vision, life and disability plans that address hidden cost drivers and improve overall care. Employers save time and money because of simplified benefit administration.

## We believe in the power of educating members about their health:

- **Transparency** — We help members understand their health care, spending and quality of care, including prescription drug and local pharmacy pricing, and facility-specific pricing for common medical procedures.
- **Estimate Your Cost tool** — Our online tool helps members compare the costs of local doctors and hospitals. It shows the prices for over 60 common procedures, including MRIs and baby delivery, as well as see performance and safety ratings.
- **Ratings and Review tool** — Consumers share their experiences with doctors and remark on important topics, such as trust, communication, availability and environment.

## We're there for members, wherever and whenever they need us:

- **Anthem.com/ca, helps members 24/7.** They can use our website — from online health programs and services, to find a doctor quickly, compare costs to managing their health with innovative services.
- **LiveHealth Online.** Members can talk to a doctor 24/7 right from their computer or mobile device. LiveHealth Online is an innovative online service that lets members talk with doctors using a two-way video chat.<sup>4</sup>
- **We support members who are on-the-go.** Our mobile app helps members quickly find doctors nearby, view member ID cards, check claims and more.
- **Web enrollment.**
- **Simplified claims processing.**

If you'd like to learn how Anthem can support your unique needs, call your Anthem Sales representative today.

<sup>1</sup> Blue Cross and Blue Shield Association website: About the Association (accessed February 2015); bcbs.com.

<sup>2</sup> Anthem Blue Cross and Blue Shield, April 2009 state-by-state pharmacy network participation report.

<sup>3</sup> Q3 2014 Anthem Member Satisfaction Study.

<sup>4</sup> LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross.

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