



Get the most out of  
your health plan.

[anthem.com](http://anthem.com)

## Get personalized guidance and easy-to-use tools - at home or on the go!

Now it's easier than ever to improve your health and well-being. Just log in at [anthem.com](http://anthem.com). You can use our innovative tools to help you take charge of your health and reach your goals.

Sign up at [anthem.com](http://anthem.com) for a more personalized understanding of your benefits. All you need is your member ID number which is on your member ID card.

To register online:

- Go to [anthem.com](http://anthem.com).
- Click on Register Now and follow the instructions on the screen.

Anthem.com makes complex information easy to learn and use. That makes it easier to make the right choices for you and your family.

### **Find a Doctor — The quick and easy way to find your doctor**

Search for doctors, hospitals and other health care offices quickly online. You can make your search more specific by choosing a specialty or entering the name of a doctor or clinic. If you're away from home, you can also search our National Directory.

To use Find a Doctor:

- Log in at anthem.com
- Select “**Find a Doctor**”
- Then, simply follow the steps outlined on the screen.

### **Home — Overview: Your personal health dashboard and gateway to information and resources**

See an overview of your benefits, doctors, prescriptions and more. Just click to learn more, or to refill a prescription or check on claims. You can customize your Home page - Overview so it looks and works exactly the way you want it to.

To go to your Home page - Overview:

- Log in at anthem.com and you will be directed to the Home - Overview page.

### **Recent Claims — Easy access to claims information**

Stay on top of your claims with this easy online view of your claims history. You can see the amounts charged to your health savings account, the amounts paid by your traditional health coverage, or the amounts you must pay. You may also sign up to get an email when a claim has been processed instead of getting a notice by mail.

To look up a claim:

- Log in at anthem.com
- Scroll down to review recent claims. All claims are available by clicking **View Claims** or clicking on the **Claims** tab.

### **Rate your Doctor — Find out what other people think about your doctor**

Let the experiences of other Anthem Blue Cross and Blue Shield members help you find the doctor who's right for you. The rate your doctor tool lets you share feedback about your visits with doctors. And you can see what other people say about their own experiences.

To see and use the Zagat Health Survey:

- Log in at anthem.com and select the coverage type you want to see. Click on **Continue** to see your homepage.
- Under *Useful Tools* on the right, click on **Find a Doctor** and choose what kind of doctor or health professional you want to find.
- Enter your city and state or ZIP and click on **Search**.
- Select the **Zagat Survey** link to review consumer feedback.

To provide your feedback for the selected doctor, click on **Write a Review**.

### **HIA, HSA and HRA Consumer Driven Health Plans — A plan that puts you in the driver's seat, with more control over your health care dollars**

To access your plan:

- Log in at anthem.com
- Click on “**Benefits**”.

### **Health Assessment — Your first step toward a healthier lifestyle**

Understand your health, your health risks, and what you can do to enjoy a healthier life. Fill out a confidential review of your health and health care status, then get a health assessment score and risk profile based on your answers. You also get tips to help you be healthier.

To use Health Assessment:

- Log in at anthem.com
- Click on “**Health & Wellness**”.

### **SpecialOffers** — Discounts on health-related products and services

Enjoy members-only discounts on vitamins, health and beauty products, chiropractic care, acupuncture, massage therapy, LASIK eye surgery, eyeglass frames and contact lenses, hearing aids and services, fitness center memberships, Jenny Craig® and Weight Watchers® weight-loss programs, and more.

To access all discounts:

- Log in at anthem.com
- Click on “**Discounts**” located on the main Overview page.

### **Health Record** — Your health history in one secure location

Keep your health records organized, secure and easy to get to for emergencies and everyday use. Enter your information such as dates of shots (immunizations), tests and screenings, prescription and over-the-counter drugs you take, health conditions, and more. Print and share with your doctors to help avoid potential drug interactions and duplicative tests and procedures.

To use Health Record:

- Log in at anthem.com
- Click on “**Health & Wellness**”.

### **Healthy Lifestyles** — Support to help you reach your goals

Lose weight, stop smoking, stress less and exercise more with our online tools and resources. 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.

To learn more:

- Log in at anthem.com
- Click on “**Health & Wellness**”.

### **Coverage Advisor**<sup>SM</sup> — A customized comparison of your health care needs and costs

You have a wide range of Anthem health plans to choose from. Coverage Advisor helps you choose the right one for you and your family. It helps you forecast your health care needs and costs, and compares benefit plans. If you have a health savings account, it can also suggest how much to pay into it to help cover costs.

To use Coverage Advisor:

- Go to anthem.com
- Click on “**Shop for Insurance**” and select “**Access Coverage Advisor**” in the bottom right hand corner of the screen.

### **Flexible Spending Account** — An overview of your spending and savings

See your contributions and reimbursements, find reimbursement forms, learn about your plan and more, all in one handy place.

To access your Flexible Spending Account:

- Log in at anthem.com
- Click on “**Benefits**”.
- Select the Medical tab.
- Then click on Flexible Spending Account (FSA).

***Blue Precision Program*** — The designation for quality and cost performance

Specialists who consistently show high quality, or high quality with lower costs, are given the Blue Precision designation. You'll find them in the following specialties: Cardiology, Obstetrics/Gynecology (OB/GYN), Endocrinology, Rheumatology and Pulmonary Medicine. When you choose a Blue Precision specialist, you can be confident you're making a good choice.

To find a Blue Precision Specialist:

- Log in to anthem.com
- Select "**Find a Doctor**"
- Answer each question to help locate the type of health professional you are looking for.
- Hit **Search**
- Under Additional Resources, select the check box Blue Precision Doctors.

If there is a location near you, you will find a Blue Precision recognition/award next to the provider's name.

***Designated Blue Distinction Centers*** — Our network of specialty centers across the country

When you have a challenging health problem, you want the best health care you can find. Our Designated Blue Distinction Centers are an elite group of hospitals, offices and clinics that have a proven commitment to delivering quality care while focusing on the most challenging cases: Complex and Rare Cancers, Cardiac Care, Obesity & Diabetes by bariatric surgery, and Transplants. Anthem members can access more than 1,900 Blue Distinction Centers across 47 states.

To find a Designated Blue Distinction Center:

- Log in to anthem.com
- Select "**Find a Doctor**"
- Answer the questions to help locate the type of health professional you are looking for.
- Hit **Search**
- If a health professional has any type of recognition or award information, "Recognition/Awards" will appear to the right of their information.
- Hover over "Recognition/Awards" to see the details.

If there is a location near you, you will find a Blue Distinction designation by hovering over Recognition/Awards.

## Estimate your Costs

Did you know that different hospitals and facilities charge different amounts for the same services?

Now you can know your cost before you set foot in the hospital. By getting an estimate of your costs based on the benefits of your health plan, you can choose a facility that fits your budget.

To search for your cost:

- Log in at [anthem.com](http://anthem.com) and click on **Estimate your Cost (Procedure or Treatment)**.
- Select a category of the procedure or treatment from the drop-down list.
- Then, select a specific procedure from the drop-down list. Underneath each category and procedure, you'll see supporting definitions in case you are unsure of what it means.
- Identify who will have the procedure (you or a dependent on your policy).
- Your location will be filled in based on what we have on file; you can update the location information at any time.

## Quick Care Options

Walk-in centers and urgent care centers treat patients without requiring that they be existing patients or make an appointment. They give routine care and treatment of common illnesses such as sore throats, flu, earaches and respiratory infections.

These centers may also have do X-rays and treat breaks and cuts. Before going to one of these locations, call first to confirm which services are given.

**To find out where you can get care quickly while saving time and money, go online to [anthem.com/eralt/oh](http://anthem.com/eralt/oh).**

**Essential Accessibility™ - a mouse replacement solution that allows users to overcome physical limitations and access our website.**

- Go to [anthem.com](http://anthem.com)
- Select eEssential Accessibility icon at the top of the page next to the log in box and follow the steps on the screen.

## Helpful Pharmacy Tools

### Check Order Status

Check Order Status – Instantly check the status of your prescription order for drugs you take using home delivery through Express Scripts, the pharmacy benefits manager for your health plan.

To learn more:

- Go to [anthem.com](http://anthem.com) and select Prescription Benefits and log in.
- On the Pharmacy page, click on “Check Order Status.”
- You will be directed to the Check Order Status page on the Express Scripts' website where you can view shipping status.

### Order Refills/New Fills

Order Refills or New Prescriptions – Easily place new orders or refills of your prescription drugs using home delivery through your health plan's website.

To find the status of your order:

- Go to [anthem.com](http://anthem.com) and select Prescription Benefits and log in.
- On the Pharmacy page, click on “Order a Refill” or “Fill a New Prescription.”
- You will be directed to the Order Refills or Fill a New Prescription page on Express Scripts' website.
- For filling new prescriptions, you can print an order form or mail or fax your prescription.
- For order refills, you can place an existing order or set up auto refills within the site.



## Price a Drug

Price a Drug - Find how much you'll pay when you fill your prescription at a retail pharmacy or how much you can save when the same drugs ship direct to your door through home delivery.

To price a drug:

- Go to [anthem.com](https://www.anthem.com) and select Prescription Benefits and log in.
- On the Pharmacy page, click on "Price a Drug."
- You will be directed to the Price a Drug page on Express Scripts' website.
- Select the patient, enter the drug name and select Next.
- Select the correct dose and select Next.
- Select the days supply and frequency, and select Get Price.
- You'll view prices for your drug purchased at a retail pharmacy or through home delivery.

## Find a Pharmacy

Find a Pharmacy - Learn which retail pharmacies participate in the pharmacy network included with your prescription drug coverage. Find a pharmacy nearest to your address, including distance, address, and phone, and map it!

To find a participating pharmacy:

- Log in to [anthem.com](https://www.anthem.com) and select Find a Doctor (Dentist, Pharmacy or Hospital).
- Select Pharmacy.
- Enter the name of the Pharmacy (optional).
- Enter the city and state or the zip code. You also have the option to enter the address or state and county.
- Choose your insurance plan.
- Select Search.

## Switch to Home Delivery

Switch to Home Delivery - Learn how you can save by switching to home delivery of the drugs you take regularly.

To switch from retail to home delivery:

- Go to [anthem.com](https://www.anthem.com) and select Prescription Benefits and log in.
- On the Pharmacy page, click "Switch to Home Delivery."
- You'll be directed to the Save on My Prescriptions page on Express Scripts' website.
- Follow the instructions to switch to home delivery and start saving today!



