

## Anthem Medicare Preferred (PPO) with SeniorRx Plus plan

### ② Frequently asked questions

#### ② Can I continue to see my current doctor?

Yes, as long as your doctor accepts Medicare.

#### ② How does a passive PPO work?

The distinguishing part of a passive PPO plan is that it allows members the freedom to see any type of provider that accepts Medicare, whether or not they are in Anthem's network.

#### ② Which card am I supposed to use?

You will only need to show the Anthem Medicare Preferred (PPO) card at your provider and specialty appointments.

#### ② What happens if I live somewhere else part of the year or move to a different state?

The Anthem Medicare Preferred (PPO) medical plan is available in all 50 states and U.S. territories.

#### ② What is a primary care physician?

A primary care physician is a general practice doctor who treats basic medical conditions. Primary care doctors do physicals or checkups and give vaccinations. They can help diagnose health problems and either provide care or refer patients to specialists if the condition requires. They are often the first doctor most patients see when they have a health concern. Please note, you are not required to have a primary care physician with the Anthem Medicare Preferred (PPO) medical plan.

#### ② Do I need a referral?

Referrals are not required with the Anthem Medicare Preferred (PPO) medical plan.

#### ② Do I need prior authorizations?

Providers are responsible for seeking prior authorization, it is not a requirement of the member. Please note, some services identified in the benefit chart require in-network providers to request prior authorization. Out-of-network providers are not required to get prior authorization. However, we recommend requesting a pre-visit coverage decision to confirm the services you would receive are covered and meet medical necessity requirements. More details on prior authorization are available at [anthem.com/ca/intelretiree/post-65/](http://anthem.com/ca/intelretiree/post-65/).

#### ② What are wellness services?

Wellness care and services help you avoid an illness or injury. Common examples of wellness care are immunizations and annual physicals. Any screening test done in order to catch a disease early is considered a wellness service. Advice or counseling, such as nutrition and exercise guidance, are also examples of wellness care and services

#### ② What is the difference between Part B and Part D drugs?

Part B drugs are covered under your medical coverage with Anthem Medicare Preferred (PPO) plan. This would include medically necessary durable medical equipment and related supplies covered by Original Medicare. Most drugs are covered under Part D (pharmacy coverage), but it depends on what the drug is used for and how it is administered.

#### ② Should I be concerned about balance billing?

Balance billing is not a concern, because the Anthem Medicare Preferred (PPO) plan will pay the Medicare allowable amounts. If you do receive a balance bill from any provider, please contact Anthem's First Impressions Welcome Team so that they can resolve it on your behalf.



Need help? Contact the Anthem Concierge Team at 1-800-811-2711, TTY: 711, Monday to Friday, 5 a.m. to 6 p.m. ET

## ② What are some added benefits with a Medicare Advantage plan?

### **Anthem Concierge Team**

The Anthem Concierge team is important and will help members before, during, and after enrollment with any questions they might have about their new plan. When a member calls in, they will always talk to a representative (not an automated service) who is senior-sensitivity certified, serves as a member's single point of contact, and is trained to answer questions about network, doctors, and coverage.

### **24/7 NurseLine**

Registered nurses are available 24/7 to help assess symptoms, ensure members are receiving the right care, increase understanding of condition or course of treatment, and put members minds at ease.

### **Care Management**

For those experiencing ongoing health conditions, members will receive a call to complete a health survey, integrate a health plan to address physical, social and emotional well-being, and increase overall quality of life.

### **LiveHealth Online**

This service provides medical support, emotional/therapy support, and immediate access to prescriptions through 24/7 access to a board-certified doctor.

### **MyHealth Advantage**

This program suggests specific actions that can be taken to improve health. Members and their physicians receive targeted mailings, called MyHealth Notes, that suggest specific actions that can help members comply with best practices

for medical care. This includes appointment reminders, personal health tips, and the ability to view recent claims.

### **House Call**

This program offers a personalized visit in your home or other appropriate health care setting that can provide a tailored treatment plan for our members. It is administered by an independent vendor and is available to those members who qualify, at no additional cost.

### **Online Resources**

Access online resources anytime from your computer or laptop – you can use these to print a temporary ID card, find a doctor, estimate your costs, and view your claims.

### **SilverSneakers®**

Members have access to all amenities and classes included in a basic membership, plus SilverSneakers group fitness classes led by certified instructors. SilverSneakers has more than 14,000 fitness locations nationwide and members can also stay connected with the SilverSneakers community through their website.

### **SpecialOffers**

Anthem has special discounts with different vendors for their group Medicare Advantage members to help promote better health and well-being. SpecialOffers include additional savings at Jenny Craig, Lindora, Beltone, 1-800-CONTACTS, Amplifon, Glasses.com, Premier Lasik Network, Puritans Pride, and more.

We do not discriminate, exclude people or treat them differently on the basis of race, color, national origin, sex, age or disability in our health programs and activities. Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-811-2711**, (TTY: **711**). Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-811-2711**, (TTY: **711**).

Out-of-network/non-contracted providers are under no obligation to treat plan members, except in emergency situations. Please call our Member Services number or see your Evidence of Coverage online for more information, including the cost sharing that applies to out-of-network services. A LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of this plan. SilverSneakers is a registered trademark of Tivity Health, Inc. © 2020 Tivity Health, Inc. All rights reserved. Anthem BC Health Insurance Company is an LPPO plan with a Medicare contract. Enrollment in Anthem BC Health Insurance Company depends on contract renewal. Anthem BC Health Insurance Company is the trade name of Anthem Insurance Companies, Inc. Independent licensee of the Blue Cross Association. Anthem BC Health Insurance Company is the trade name of Anthem Insurance Companies, Inc. Independent licensee of the Blue Cross Association.