

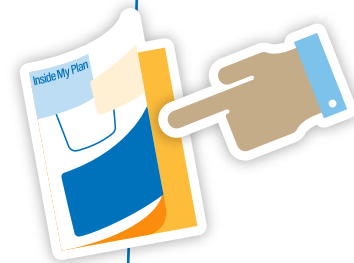
# Inside My Plan

HELPFUL INFO JUST FOR YOU Summer 2015

**We're Making It Easier**  
Get helpful info about your benefits. Go to [anthem.com/ca](http://anthem.com/ca), and select **Understand Your Plan and Costs**.

We want you to get the most out of your benefits. That's why we've put this guide together. In these pages, you'll learn:

- How to find a doctor in the network, p. 2
- Diagnostic or preventive care: why the difference matters, p. 2
- Where to get care when you need it, p.3
- How to get a member ID card, p. 4



## Doctor Visits Made Easier

Follow these five simple steps to save yourself time and money.

**1. Make sure your doctor is in the network.**

An illustration of a central doctor icon with a stethoscope, surrounded by six smaller circular icons, each containing a different doctor's face.

**2. Know if your doctor visit is a preventive care exam... or a diagnostic care exam.**

An illustration featuring a green apple with a stethoscope around it, a magnifying glass focusing on a heart rate line, and a blue stethoscope.

**3. Make a list of questions and any health changes to discuss with your doctor.**

An illustration of a hand in a blue sleeve holding a document with the word 'QUESTIONS' written on it.

**4. Write the names of your medicines, vitamins, and supplements on your list.**

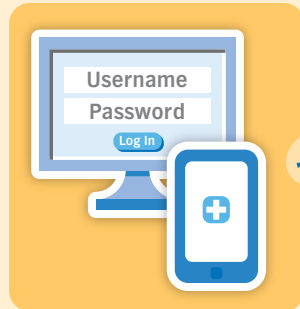
An illustration of various medical supplies: a blue bottle labeled 'MULTI VITAMIN', a green bottle labeled 'SUPPLEMENT', a white pill bottle with an 'Rx' symbol, and several pills.

**5. Bring your list and current member ID card with you.**

An illustration of a hand in a blue sleeve holding an ID card. The card has a blue cross symbol and the text 'ID CARD', '(20) 123-4567', and '1234567'.

# Find a Doctor in the Network

Save money by using an in-network provider. Here are three ways to find one.



Use the Find a Doctor tool by logging in at [anthem.com/ca](http://anthem.com/ca) or on the **Anthem Blue Cross app**.



Ask your **doctor's office** if they are an in-network provider when making an appointment.



Call the Member Services phone number on your **ID card**, and ask them to check.









## Preventive Care vs. Diagnostic Care

Learn the difference between the two and what it means for you.

	You Get It When...	Types of Care	Example: Diabetes	Your Cost
<b>Preventive Care</b> 	You don't have signs of a problem, or your doctor wants to make sure that everything is okay.	Annual exams or screenings	You don't have signs of a problem, and the test is to show if you have any issues with your blood sugar control.	For many plans, preventive care is covered 100%, so you may not pay anything. Check your plan benefits to be sure.
<b>Diagnostic Care</b> 	You have symptoms and your doctor wants to find the cause, or your doctor wants to check an ongoing problem.	Certain lab tests or specialist visits	You have diabetes, and your doctor wants to check your A1C levels.	Depending on your plan, you may pay a larger portion of the cost. Check your plan benefits if you have questions.

# Where to Go When You Need Care

Check with your doctor first. If your doctor isn't available, use this chart to find other options.

What's My Health Issue? 	I Need Routine Care <i>Examples: Annual exam, flu vaccine, sinus pain</i> 	I Have a Minor Issue <i>Examples: Low-grade fever, cough, sore throat</i> 	I Need Urgent Care <i>Examples: X-ray, animal bite, severe cut</i> 	I Have an Emergency <i>Examples: Heart attack or stroke symptoms, trouble breathing, severe bleeding</i> 
Where Should I Go for Care? 	Doctor's Office	Retail Health Clinic* <i>Often found in a major pharmacy or retail store</i>	Urgent Care Center*	Emergency Room
When Are They Open? 	Hours vary, and appointments are usually required	Often open in the evenings and on weekends	Often open in the evenings and on weekends	Always open: 24 hours a day, 7 days a week
How Much Will It Cost? 	\$20 to \$75**	\$20 to \$75**	\$20 to \$75**	\$150 to 250**

**RULE OF THUMB** If you think you could put your health at risk by delaying medical care, you should always go to the emergency room or call 911.

## Find Urgent Care Fast!

1. Use the **Anthem Blue Cross app**, or go to **anthem.com/ca**.
2. Click **Find a Doctor**, and select **Urgent Care**.
3. Enter your **location** and **plan information**.



## Still Need Help? Call the 24/7 NurseLine

A nurse can answer your questions and help you decide where to go for care. Just call the phone number on your ID card.



\* Retail health clinics and urgent care centers are not available in all locations.

\*\* Based on average health plan copays. For many members, deductibles and coinsurance apply.

# Can't Find Your ID Card?

Managing your health care is easier with an ID card. There are three ways to get a new one.



- 1 Download the **Anthem Blue Cross app** to access an electronic version of your ID card.



- 2 Call **Member Services** to ask for a new ID card.



- 3 Log in at **anthem.com/ca**. Choose **Customer Support** to request a new ID card or print a temporary ID card.

## FOR MORE INFORMATION

Take advantage of helpful member resources by logging in anytime at [anthem.com/ca](http://anthem.com/ca).



### Look for a Doctor

Search for an in-network doctor by location, specialty, language, or gender. Select **Find a Doctor**.



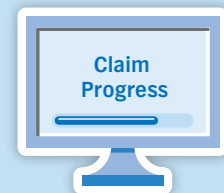
### Get Answers to FAQs

Find answers to questions about emergency care, health and wellness, and more. Select **Customer Support**.



### Estimate Your Cost\*

Get an estimate of what a procedure or test may cost before you receive care. Select **Know Your Cost**.



### See Your Claims

Check if we have your claim, if we are working on it, or if we are finished. Select **Check Claim Status**.


### Go Paperless!

Prefer email over paper? Signing up to go paperless is easy. Here's how:

- Log in at [anthem.com/ca](http://anthem.com/ca).
- Select **Profile**, then **Email Preferences**.
- Select **Primary Email Address**.
- Select **Save/Update**.

Plus, stay connected and follow us on:

 [facebook.com/healthjoinin](https://facebook.com/healthjoinin)

 [twitter.com/healthjoinin](https://twitter.com/healthjoinin)