

April 8, 2021

## Q&A

### **Broker communications in new digital channels**

#### **What has changed about how I get news from Anthem?**

You can now access Anthem news anytime, anywhere!

#### **Where can I find Anthem news?**

You and your staff can access Anthem news on [Anthem.com/ca](https://Anthem.com/ca), through Broker Plus mobile, and also via Producer Toolbox (PTB).

#### **Is the news the same across Anthem.com/ca, Broker Plus and PTB?**

For non-proprietary news and announcements, yes. However, proprietary or sensitive information is only available on PTB or Broker Plus mobile.

#### **Will I still receive Producer Online News?**

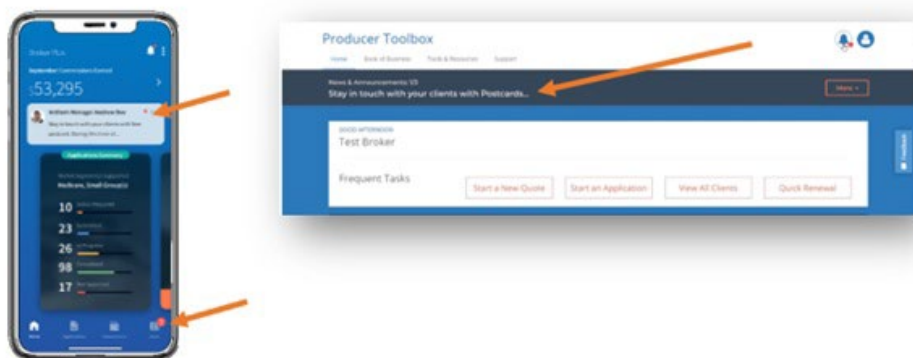
No. Our weekly *Producer Online News* (sent via email on Thursdays) will be retired on April 29, 2021, and replaced with a weekly recap with links to that week's articles.

#### **Why is Producer Online News being retired?**

Sharing Anthem news only through email means that partners who are not on the distribution list miss these articles. Publishing only on a weekly basis also limits our ability to keep you up to date in real time.

#### **How will I know when there are new articles available?**

In the Broker Plus mobile app you will see new, unread news in a home screen banner when you log in. You'll also see a red circle indicating how many unread articles are available in the News section of the app, in the lower right corner. In Producer Toolbox, new unread articles will appear within a banner on the home screen.



In addition, you will receive an email each week that recaps the news and provides directions for accessing full content.

## How can I find information contained in past articles?

All broker news is now keyword searchable on [Anthem.com/ca](https://Anthem.com/ca), in Broker Plus mobile, and also in PTB. What's more, articles can now be bookmarked in PTB and the Broker Plus mobile app, giving you easy access to your favorite content.

