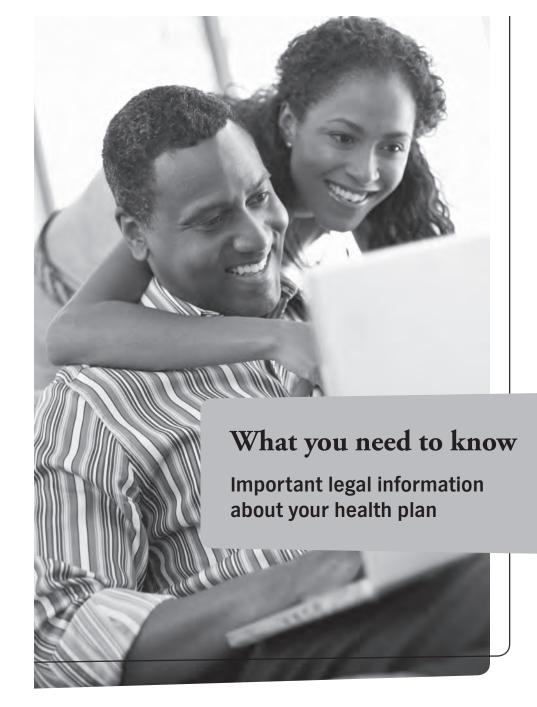


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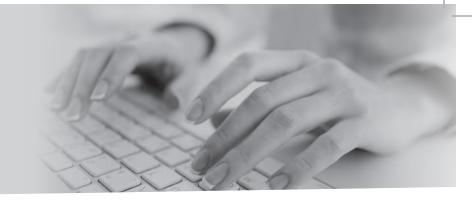




Every year we send you important information about your rights, your benefits and more. Going paperless reduces clutter and it's easy to sign up to get these notices by email:

- Log in at anthem.com/ca
- Pick Profile.
- Choose Email Preferences.
- Select Primary Email Address.
- Choose Save/Update.





## Looking for information about your plan

Every year, we share details about your benefits and rights and responsibilities as a member so you can get the most from your health plan. This information is online, all in one place, and available anytime.

Visit anthem.com/ca to:

#### Learn about:

- Your rights and responsibilities
- Covered and non-covered services and benefits that have limitations
- Copayments and any costs you may have to pay
- Steps we take when evaluating new treatments to be considered as covered benefits
- For plans with our pharmacy benefits, your prescription drug plan, drug list/ formularies and the pharmaceutical management procedures that may apply

#### Learn how to:

- Access primary and specialty care, behavioral health and hospital services.
- Access care when you are out of the plan's service area.
- Get information about accessing emergency care and when to use 911 services.
- Search for doctors, specialists or hospitals in our network and learn about their qualifications.
- Find a new doctor if you are turning 18 and ready to move to adult care.
- File a claim for covered services.

- Access care after normal office hours.
- Voice a complaint or appeal a decision. This includes your right to independent external appeal.
- Get translation services in your preferred language and access TTY/TDD services.
- Share information about all the care you get with all your doctors.

### Learn about important programs, such as:

- Our Quality Improvement (QI) program and how we use this information to review and help improve the quality of our benefits and services
- Our Utilization Management (UM) process, rules for decision makers, how to contact UM staff toll-free, and our hours of operation
- Our Case Management program and how to sign up if you have a serious medical condition

# To find your information, go to www.anthem.com/ca/aboutyourplan1438

For a printed copy of this information, call Member Services at the number on your member ID card.