

LiveHealth Online: access to care from anywhere

Using LiveHealth Online:

- Your employees can video visit with a doctor using their smartphone, tablet or computer with a webcam at home, the office or anywhere in between.
- They can have a face-to-face appointment with a board-certified doctor, licensed therapist, psychologist or board-certified psychiatrist through private and secure video.
- LiveHealth Online adds value to your existing benefits without adding costs.

Comprehensive well-being programs to keep costs down

Our whole-health approach to wellness is why we offer personalized solutions that help employees stay in their best health:

- We're connecting them to the support they need.
- Our case management and well-being programs can lower the cost of your health plan while helping to improve outcomes for your employees.



Katy Trail South of Saint Charles.



Bridge on the Katy Trail in Missouri near Mokane.

It's been an adventure!

Hope you enjoyed this tour of the member experience as we wound through the former corridor of the Missouri-Kansas-Texas Railroad. Lots of things to see! So if you have any questions, just let us know. We're always available for guided tours.

See you soon!

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MEMBER EXPERIENCE

FORWARD *Together*

Anthem  

For the bicyclist, walker, horse whisperer, nature lover, history buff and everyone in between

Discover what the Anthem member experience is all about

Go. Listen. Learn.

Soak up the scenery

Access to cost and quality information is essential to help put your employees on the right path for them. This means delivering truly adaptable engagement opportunities. Under our health plan, your employees can tap into a wide variety of resources to help them on their health journey.

Let us walk you through some of the no-cost tools and resources your employees have available to them.

Places to go and things to do

Employee-friendly open enrollment

Check out these innovative tools to support open enrollment:

- **Open enrollment guide** — so employees can easily compare plans .Digital versions are interactive and provide employees direct links they can use to learn more information.
- **Open enrollment microsite** — so they can easily visit a personalized site and see benefit details, drug lists and more — anytime.
- **Advisor Tool Interactive video** — so choosing a plan isn't as confusing. This interactive video walks employees through the basics of insurance and details about the plans being offered.
- **Open enrollment flyer** — so employees can get a quick glance at the benefits you're offering. If you're using the open enrollment microsite, we'll also include your group's link. You can email it or print copies for your enrollment meetings.
- **Welcome book** — so your employees have everything they need to get started on the right foot with their new plan.

The Health Care Summary, more than an explanation of member benefits

Claims information, how to save money, ways to stay healthy — it's all there and more, but in a simpler format. Take a look:

- It's got everything they'll want to know about a claim, including how much of a claim went toward their deductible and out-of-pocket maximum.
- It shows easy ways to save on out-of-pocket costs.
- Your employees will see preventive care they should get.
- There are plenty of health and wellness tips and tools.

Our digital foundation reimaged

We've crafted a more intuitive, **anthem.com** with streamlined navigation, clean design and no insurance jargon in sight.

A visit to **anthem.com** can help your employees:

- Quickly locate a doctor.
- Explore benefits and claims.
- Refill prescriptions.
- Compare costs and quality ratings for common procedures.
- Check out account balances.
- View their ID card.
- Discover an experience personalized for them.



The Katy trail is a former railroad line and is now popular with cyclists.



The Katy Trail in Augusta in central Missouri welcomes bike riders and hikers alike. The path runs from southwest Missouri to near the confluence of the Mississippi and Missouri Rivers in Saint Charles

People you'll meet

Instant access to an expert team

Through your plan, your employees have access to highly trained member service (health guide) agents:

- These health guides work with a dedicated nurse to provide personalized support.
- They can help your employees compare costs for health care services, find doctors in their plan, stay on top of appointments and more.

Health care that's inspired by people

Total Health, Total You is a smarter approach to treating members:

- Our proprietary member care algorithm and mobile application enhances the relationship between providers and Anthem.
- This allows us to facilitate effective, personalized care delivered by a team of highly skilled health professionals.
- As a result, your employees are more engaged and experience healthier outcomes.