

# East End Health Plan

## Anthem Medicare Preferred (PPO) with Senior Rx Plus



# Agenda

- Medicare Advantage: The Anthem difference
- Preferred PPO Provider Access
- Medical & Pharmacy Plan Benefits
- Anthem's Perks and Programs
- What You Need to Know



## At Anthem, excellent service is our priority

Our [Customer Care Team](#) is available to assist you with any questions or concerns.

- Answer questions about your Plan benefits and transition of care.
- Answers to questions about prescriptions, coverage, and choosing a care provider.
- Retiree-dedicated expertise.
- Individual support, tools, and resources.

### **Member Services**

Medicare Preferred (PPO): **833-848-8730**

MAPD Senior RX: **833-348-5279**





# Going beyond traditional benefits

Anthem's Medicare Advantage plans give you many benefits. Our goal is to provide you with holistic care so you can be your healthy best.



## Whole-person focus

Our fitness, preventive care, and behavioral health programs work together to address physical and mental health needs.



## Extra care when you need it

You'll receive personalized preventive care suggestions, and we'll connect you with programs and resources that may help you live healthier.



## Personalized connections

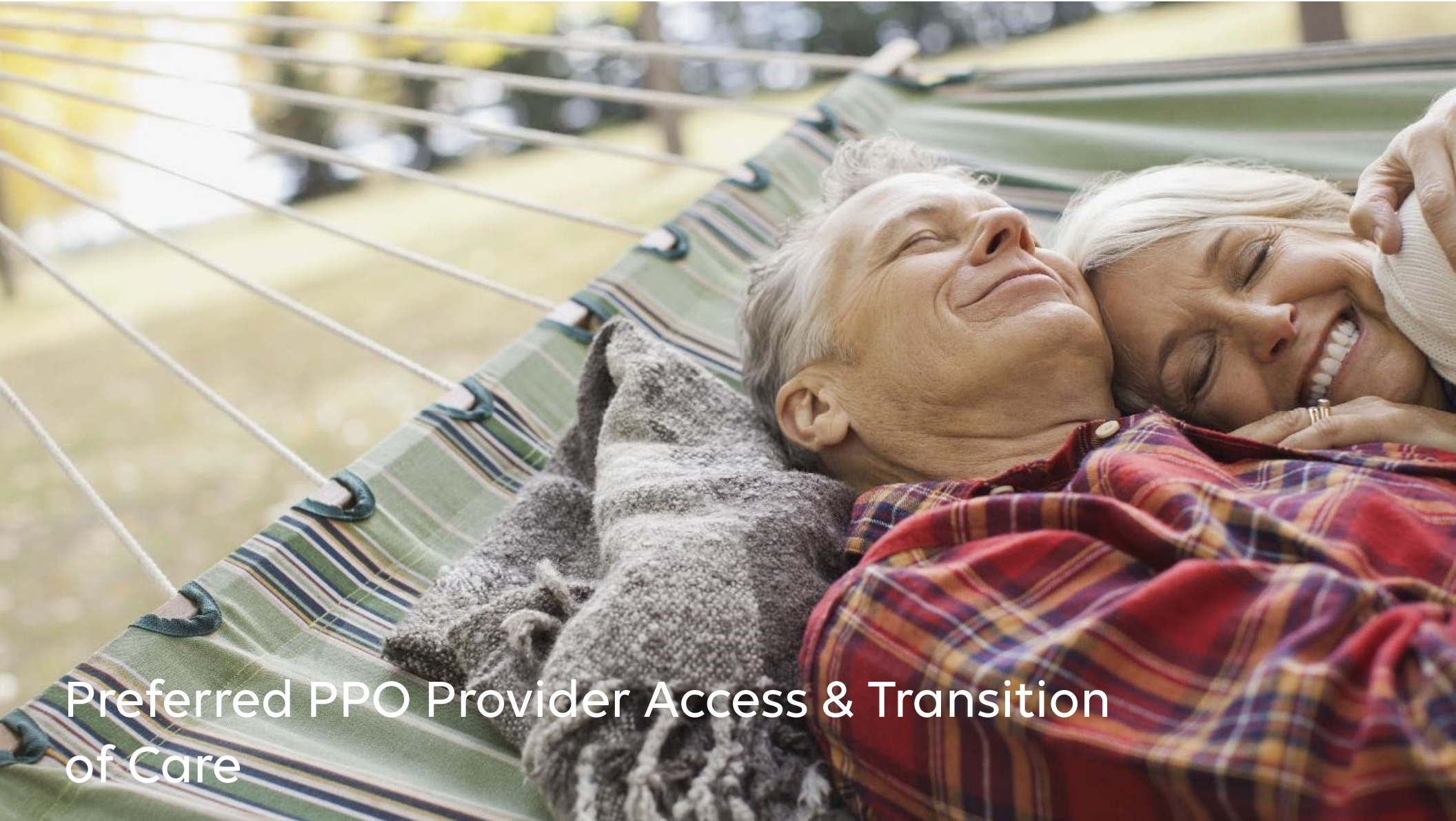
You can access support when you need it — on the website, Sydney<sup>SM</sup> Health app, or by calling Member Services.



## Collaborative support team

Our collaborative member care team and enhanced provider engagement provide one-on-one support to help improve your health and lower costs.





Preferred PPO Provider Access & Transition  
of Care



## Your access to providers explained

With your Medicare Advantage Preferred (PPO) with Senior RX Plus Plan, you can:

- Continue to see your current doctor and they will file your claims for you.
- Use any doctor or care provider that accepts Medicare and the Plan without a referral.
- Choose care providers either in or out of the Plan's network. Your share of the cost is the same.

Please check with your provider to see if they accept Medicare. This Plan can only pay providers who accept Medicare.



## A national network of Medicare providers

With Anthem, you can see any doctor or care provider who accepts Medicare.

3 easy ways to find an Anthem network provider:



Visit **anthem.com** and select *Find Care*.



Contact Member Services by calling the number on the back of your plan membership card.



Call **1-800-810-BLUE** for help finding a provider.





# Prior Authorizations: What you need to know

## Are prior authorizations required for services?

- Sometimes certain types of care require prior authorization. If your doctor is in our plan's network, they will handle these requests.
- If your doctor accepts Medicare, but is not in our plan's network, while it is not required, you may ask them to get prior authorization in advance.
- Care that requires prior authorization is marked with an asterisk (\*) in your benefits chart in your *Evidence of Coverage*.

## Do I need a referral to see specific providers?

- No, you do not need to obtain referrals for services.







# Anthem's Medicare Preferred (PPO) with Senior RX Plus: Plan Benefits

# Anthem Medicare Preferred (PPO) with Senior RX medical benefits summary

| Covered services   | In-network              | Out-of-network          |
|--|-------------------------|-------------------------|
| Deductible   | \$0                     | \$0                     |
| Out-of-pocket maximum  | \$0                     | \$0                     |
| Physician services, including doctor's office visits (Medicare-covered services):<br><ul style="list-style-type: none"> <li>• Physician visits</li> <li>• Specialist visits</li> </ul> | \$0 copay               | \$0 copay               |
| Preventive care and screenings   | Covered by plan at 100% | Covered by plan at 100% |
| Lab/X-Rays   | \$0 copay               | \$0 copay               |
| Urgent Care  | \$0 copay               | \$0 copay               |
| Emergency outpatient care  | \$0 copay               | \$0 copay               |
| Outpatient Surgeries   | \$0 copay               | \$0 copay               |
| Inpatient hospital care<br>Hospital days are unlimited. Covered services include, but are not limited to, a semiprivate room (or a private room if medically necessary).               | \$0 copay               | \$0 copay               |
| Skilled Nursing Facility (Days 1-100)  | \$0 copay               | \$0 copay               |



# Anthem Medicare Preferred (PPO) with Senior RX hearing, vision, foot care benefits summary

| Covered services – Hearing   | In-network | Out-of-network |
|--|------------|----------------|
| <b>Routine exams</b><br>* Maximum benefit \$70 per year, every calendar year   | \$0        | \$0            |
| <b>Hearing aids</b><br>* Maximum benefit \$1,500 per ear, every 4 calendar years<br>* Must order through Anthem’s hearing aid supplier, Hearing Care Solutions | \$0        | N/A            |

| Covered services – Vision   | In-network | Out-of-network |
|---|------------|----------------|
| <b>Routine exams</b><br>* Maximum benefit \$70, every calendar year     | \$0        | \$0            |
| <b>Eyewear allowance</b><br>*Maximum benefit \$100, every calendar year | \$0        | \$0            |

| Routine Foot Care   | In Network | Out of Network |
|---|------------|----------------|
| <b>Routine Foot Care</b><br>* Up to 12 covered visits every calendar year | \$0        | \$0            |

# Anthem Medicare Preferred (PPO) with Senior RX pharmacy benefits Summary

| Retail services (30-day supply)                                      | Standard pharmacy |
|--|-------------------|
| Select drugs   | \$0               |
| Generics   | \$5               |
| Preferred drugs  | \$25              |
| Nonpreferred drugs, including specialty drugs and nonformulary drugs | \$45              |

| Home delivery 90-day supply<br>(Specialty limited to a 30-day supply) | Home delivery |
|---|---------------|
| Select drugs  | \$0           |
| Generics  | \$10          |
| Preferred drugs   | \$50          |
| Nonpreferred drugs and nonformulary drugs                             | \$90          |

|                               |            |
|-------------------------------|------------|
| Annual Out of Pocket Maximum: | \$8,000.00 |
|-------------------------------|------------|



# Getting your prescriptions

Two ways to receive prescriptions from network pharmacies



## Retail pharmacy

- Go to your network retail pharmacy
- Show your membership card
- Pay your copay



## Home delivery

- Call **833-348-5279** or go online at [www.anthem.com](http://www.anthem.com)
- Provide your membership information
- Set up your payment information for copays

Remember, prior to becoming a member, you can contact the **First Impressions Welcome Team** at 1-833-848-8729, to ask any questions about your prescriptions or the network of pharmacies.



# Anthem's Perks and Programs



# Sydney Health app

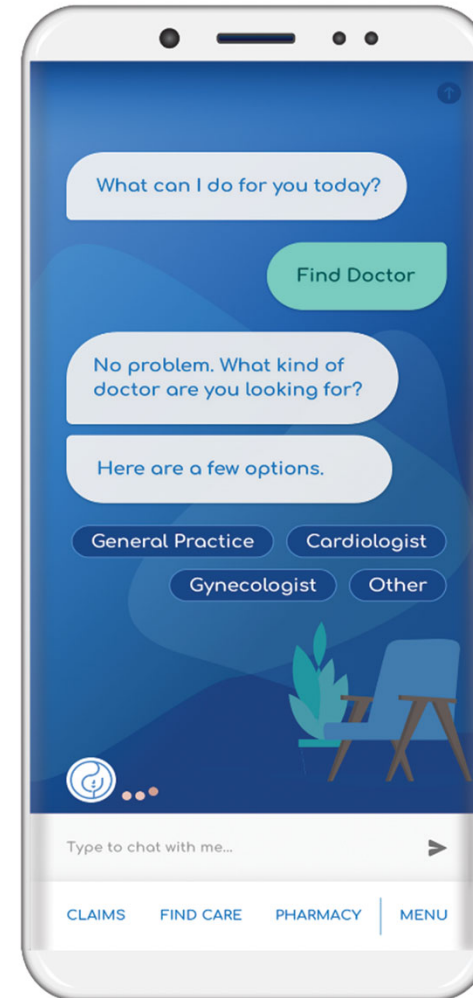
A partner in health in the palm of your hand

The Sydney<sup>SM</sup> Health app is a convenient way to make the most of your benefits and stay connected to your health plan anytime, anywhere.

## Sydney Health app makes it easy to:

- Find and compare costs.
- Access digital ID cards.
- Review prescription information and costs.
- See a live doctor with virtual visits.
- Access plan and health resources.
- Check the status of claims.
- Use the chat feature to quickly find answers to your health questions.

Sydney Health is offered through an arrangement with Caredon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2023



## 24/7 NurseLine

Registered nurses are ready and waiting to help when you call with your health concerns anytime, day or night.\*

With 24/7 NurseLine, you can reach a registered nurse who can help you:

- Assess symptoms.
- Understand a condition and course of treatment.
- Address questions about prescriptions or over-the-counter medications.
- Receive the right care in the right setting.

\* The information contained in this program is for general guidance only. Your doctor will be specific regarding recommendations for your individual circumstances. Recommended treatments may not be covered under your health plan.



# LiveHealth Online

Convenient care from home

Whether you're dealing with a cold or managing anxiety, you can have a video visit with a healthcare professional to help with a wide range of issues using your phone, tablet, or computer with a camera.

**With LiveHealth Online,<sup>1</sup> you can:**

- Have a live video visit with a board-certified doctor from the comfort of home for common conditions like colds, flu, sinus infections, and skin rashes. You can also have prescriptions sent to your pharmacy if needed.<sup>2</sup>
- Set up a video counseling session with a licensed therapist or psychologist to find help when you feel depressed, anxious, or stressed.<sup>3</sup>

<sup>1</sup> LiveHealth Online is the trade name of Caredon Health Solutions, Inc., a separate company, providing telehealth services on behalf of [Anthem Blue Cross and Blue Shield].

<sup>2</sup> Prescription availability is defined by physician judgment.

<sup>3</sup> Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 988 (National Suicide Prevention Lifeline) or 911 and ask for help.





# The House Call program

Personalized care starts at home

The House Call program helps you stay on top of your healthcare between checkups from the comfort and convenience of your own home.

A licensed clinician will conduct a comprehensive health evaluation in-person or meet with you virtually on your computer, tablet, or phone — at no additional cost.\*

## During the visit, the clinician will:

- Chat about any health questions and concerns.
- Give basic health screenings.
- Take notes on the health discussion and record assessment results.
- Share the assessment results with you and your personal doctors.

\* The House Call program is administered by an independent vendor. It is available to members who qualify.





# SilverSneakers®



A no-added-cost benefit to help you step up your fitness

## SilverSneakers\* includes:

- Access to thousands of locations nationwide.
- The ability to enroll at multiple locations across the U.S.
- SilverSneakers LIVE™ daily classes and workshops focused on exercise and led by trained instructors.
- The SilverSneakers On-Demand digital library with hundreds of workouts you can do anytime to support cardiovascular strength, endurance, flexibility, and mental health.
- The SilverSneakers GO™ app to find locations near you, participate in live classes from your phone, tailor workouts to your fitness level, and more.
- Social connections to meet other members through classes and events.

\* SilverSneakers and the SilverSneakers shoe logotype are registered trademarks of Tivity Health, Inc. SilverSneakers On-Demand, SilverSneakers Live and SilverSneakers GO are trademarks of Tivity Health, Inc. © 2022 Tivity Health, Inc. All rights reserved.



## Personal home helper

Assistance with a personal touch

Our personal home helper\* benefit provides you with a personal care attendant to help you with home-based chores.

A personal home helper can also assist with:

- Bathing or showering, and dressing
- Light housekeeping (cleaning, laundry, dishes)
- Meal preparation
- Medication reminders

\* Eligible members must receive prior approval from the plan, need help with at least two activities of daily living (ADLs) as determined and recommended by their healthcare provider, and submit claims for reimbursement to the plan with appropriate documentation. The benefit covers up to 124 hours of care per year (up to four hours per day for a maximum of 31 days in the year). Use of less than four hours is still considered a day. Members will be reimbursed up to \$100 per day.





# Healthy Meals

Balanced nutritious meals delivered to you

Proper nutrition is key to maintaining your health and improving recovery after a hospital stay.

Our Healthy Meals benefit\* delivers nutritionally balanced meals to your home – at no cost to you.

**This benefit is available if you:**

- Have been recently discharged from the hospital.
- Are diabetic with an A1C over 9.
- Have a Body Mass Index (BMI) of 25 or more, or 18.5 or less.

\* The amount of meals covered will vary depending on the plan. Prior approval based on the conditions is required.



# My Family Health Record

Get a holistic view of your entire health history

With My Family Health Record, you can:

- Get an overall view of your medical records from your different care providers.
- Download and share your health history and electronic medical records (EMR) with your care providers, caregivers, and family members.
- View your health journey with charts and graphs that track and measure your records over time.





# MyHealth Advantage

Stay on top of your health

This program sends regular reminders about needed care, tests, or preventive steps to keep you healthy. It also offers access to health specialists who can answer your questions.

- Helps you keep track of your health and progress.
- Includes reminders to make preventive care appointments.
- Checks your health claims, routine tests, and checkups on a regular basis.
- Includes recent claims, personalized messages, and money-saving tips.



# Medicare Community Resource Support

Connecting you to the resources you need

Medicare Community Resource Support (MCRS) is an outbound, telephone-based benefit to help bridge the gap between medical needs and benefits, and available community resources.\*

## Examples of support and resources include:

- Food pantries
- Home maintenance programs
- Utility assistance programs
- Copay assistance programs
- Social activities
- Help around the home
- Travel assistance to medical appointments or the grocery store

\* Members are identified for assistance through case management, health risk assessment completion, customer service, network relations, care guides, and self-referrals.



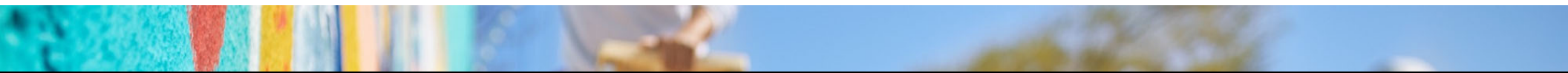
# SpecialOffers

Take advantage of savings and discounts at SpecialOffers@Anthem<sup>SM</sup>

Here are some of the retailers with SpecialOffers for Anthem's Medicare Advantage members:\*



\* Vendors and offers are subject to change without prior notice. [BRAND] does not endorse and is not responsible for the products, services or information offered by the vendors or providers. We negotiated the arrangements and discounts with each independent vendor or provider in order to assist our members. The products and services described above are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the grievance process.



# What You Need To Know



## Enrolling in your new plan is as easy as 1-2-3

**1** You do not need to do anything if you want to remain in your current plan.

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**2**

If you want to enroll, submit your completed enrollment form to:

East End Health Plan

Attn: Frank Perry

201 Sunrise Highway Patchogue, NY 11772

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**3**

Once you submit your enrollment form, the effective date of your plan is January 1<sup>st</sup>, 2024, for open enrollment changes, or the first of the month following CMS approval.

# Medical Campaign Initiatives

|  |   |
|--|---|
| <b>Bone Mineral Density (BMD) Home Visit Testing Program</b> | <p>A program focused on female Medicare Advantage members, aged 67-85, who suffer a fracture, who have not had a BMD screening in the last 24 months, and are not on osteoporosis medication.</p>   |
| <b>Diabetic Retinal Exam</b>                                 | <p>An in-home diabetic retinal eye exam for members who are past due for their screening. A trained technician will come to your home and utilize a handheld device to take a picture of your eye's retina, which will then be read by an ophthalmologist or optometrist.</p>   |
| <b>Health Risk Assessment (HRA)</b>                          | <p>A CMS mandated assessment for new members (within 90 days of enrollment) and annually thereafter. The survey helps to have a clear understanding of the member's overall health history to provide the appropriate health care needs for our members.</p>  |
| <b>Home Lab Kits</b>   | <p>A no-cost home test kits for eligible members who are overdue for one or more preventative health screenings.</p> <ul style="list-style-type: none"> <li>• FIT (fecal immunochemical test) – a colon cancer screening test</li> <li>• A1C (blood) test kit – to measure average blood sugar over the past two to three months</li> </ul> |
| <b>House Calls</b>   | <p>An annual in-home clinical visit by a licensed Health Care Practitioner available to Anthem's Medicare Advantage members at no cost</p>  |
| <b>Retail Pharmacy Clinic Outreach</b>                       | <p>An outreach to remind members that preventive tests (i.e. eye exam, blood and urine kidney tests, colon cancer screenings, and A1C) can be completed at local pharmacy clinics, Kroger Little Clinic or CVS MinuteClinic.</p>  |

# Pharmacy Campaign Initiatives

|   |   |
|---|---|
| <p><b>Comprehensive Medication Review</b></p>                                 | <p>Offering members the opportunity to speak to a pharmacist to discuss their medications, ask questions and express concerns. The pharmacist will also provide general education regarding their prescriptions.</p>  |
| <p><b>Medication Adherence Campaign</b></p>                                   | <p>AdhereHealth, will contact members to discuss barriers to medication adherence and provide solutions.</p> <p>A mailing will also go out to members who have failed 2 of the 3 adherence measures and may have additional pharmacy gaps. The internal Clinical Pharmacy Care Center will provide members with pharmacist consultation to discuss barriers to taking medication and education on closing the gaps in Diabetes, Hypertension, and Cholesterol</p> |
| <p><b>SMS Outreach daily Due to Fill, Past Due to Fill, and Adherence</b></p> | <p>SMS text message reminders to members who have a prescription to fill, past due prescription fill, and adherence to prescribed medications.</p>  |



## Anthem Blue Cross Blue Shield Partners

| <b>Member Campaign</b>                                  | <b>Anthem BCBS Partner Vendor</b> | <b>Communication Method</b>      |
|---|-----------------------------------|----------------------------------|
| <b>Bone Mineral Density(BMD)<br/>Home Visit Testing</b> | Quest HealthConnect               | Direct Mail/Telephone/Email/Text |
| <b>Diabetic Eye Exam/Retinal<br/>Exam</b>               | Quest HealthConnect               | Direct Mail/Telephone/Email/Text |
| <b>Health Risk Assessment</b>                           | Cotiviti                          | Telephone/Mail                   |
| <b>Home Lab Kits</b>                                    | Everlywell                        | Mail                             |
| <b>House Calls</b>                                      | Signify Health                    | Telephone/Mail                   |
| <b>Health Risk Assessment</b>                           | Cotiviti                          | Telephone/Mail                   |
| <b>Medication Adherence<br/>Campaign</b>                | AdhereHealth                      | Telephone                        |
| <b>Oncology Disease State<br/>Management</b>            | Anthem BCBS                       | Telephone                        |
| <b>Retail Pharmacy Clinic<br/>Outreach</b>              | Eliza                             | Interactive Voice Call/Text      |

# Retiree Resources

| Resource                             | Topics  | Contact   | Hours  |
|--------------------------------------|---|---|--|
| First Impressions Welcome Team       | <ul style="list-style-type: none"> <li>• Medicare eligibility and enrollment</li> <li>• EEHP Retiree Medicare Plan</li> <li>• Prescription drug coverage</li> </ul>   | 1-833-848-8729, TTY: 711  | 8 a.m. to 9 p.m. ET<br>Monday to Friday, except holidays |
| CarelonRX (formerly IngenioRX)       | <ul style="list-style-type: none"> <li>• 24-hour prescription support</li> <li>• Formulary for covered drugs</li> <li>• Transfer prescriptions</li> </ul>   | 1-833-348-5279  | 24 hours a day<br>7 days a week<br>365 days a year       |
| Website for the East End Health Plan | <ul style="list-style-type: none"> <li>• Medicare enrollment overview</li> <li>• How to use benefits</li> <li>• Prescription drug coverage</li> <li>• Complete benefits chart</li> </ul>  | <a href="https://www.empireblue.com/eehp/">https://www.empireblue.com/eehp/</a><br>Download: Sydney Health App                      | 24 hours a day<br>7 days a week<br>365 days a year       |
| East End Health Plan Benefits Center | <ul style="list-style-type: none"> <li>• General questions about benefits</li> <li>• Cost for medical, dental, life, or other benefits</li> <li>• Update personal information</li> </ul>  | 1-631-687-3140<br><a href="https://www.eehp.org/">https://www.eehp.org/</a><br><a href="mailto:fperry@eehp.org">fperry@eehp.org</a> | 8 a.m. to 5 p.m. ET<br>Monday to Friday, except holidays |
| LiveHealth Online                    | <ul style="list-style-type: none"> <li>• Access a board-certified doctor video visit with common conditions, like the flu, colds, sinus infections, and skin rashes</li> <li>• Set up a counseling session with a licensed therapist or psychologist</li> </ul> | Register: <a href="http://www.livehealthonline.com">www.livehealthonline.com</a><br>Download: LiveHealth Online App                 | 24 hours a day<br>7 days a week<br>365 days a year       |
| Hearing Care Solutions               | <ul style="list-style-type: none"> <li>• Hearing Aid benefit</li> </ul>   | 1-855-312-2545  | 8 a.m. to 8 p.m.<br>Monday to Friday, except holidays    |

# Whole health builds confidence for the next adventure



**We're here to help. By your side. Every step of the way.**

Our retiree plans can help you navigate toward the future you've been planning — physically, emotionally, socially, and financially.

Anthem Blue Cross and Blue Shield is a Medicare Advantage plan with a Medicare contract. Anthem Blue Cross and Blue Shield is a DSNP plan with a Medicare contract and a contract with the state Medicaid program. Enrollment in Anthem Blue Cross and Blue Shield depends on contract renewal. Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. and Anthem Insurance Companies, Inc. In Indiana: Anthem Insurance Companies, Inc. (AICI) and Community Insurance Company (CIC). Medicare Supplement Plans A, G & N are offered by AICI, and Plan F is offered by CIC. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), HMO Missouri, Inc. and AICI. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. Medicare Supplement Plans A, G & N are offered by HALIC, and Plan F is offered by AICI. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. Medicare Advantage LPPO plan and Medicare Supplement Plans are offered by Anthem Health Plans of New Hampshire, Inc. In Ohio: Community Insurance Company (CIC) and Anthem Insurance Companies, Inc. (AICI). Medicare Supplement plans A, G, N, Select G and Select N are offered by CIC, and Plan F and Select F are offered by AICI. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: For Medicare Supplement plans: Anthem Insurance Companies, Inc. (AICI). For Medicare Advantage plans: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

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* for more information, including the cost sharing that applies to out-of-network services," and must be included whenever materials reference out-of-network/non-contracted providers.