



Trust in the strength of Anthem

How our health plan brings you the largest network of doctors—and much more

It's the nation's largest and oldest family of health plans. And the benefits don't end there. With an Anthem plan, you get:

Care from top doctors – wherever you are

When you choose a health plan, it's all about the network. Anthem has the largest network of doctors nationwide, so it's easy for you to get care wherever you are. With our BlueCard® PPO program, you can visit more than 80% of doctors and 90% of hospitals in local plan networks across the country.² Plus, you don't need referrals to see specialists.

Business traveler or globetrotting tourist? We also cover you internationally. BlueCard® Worldwide lets you see network doctors and hospitals in more than 200 countries and territories around the globe.¹

The personal health boost you've been asking for

When it comes to making choices about your health, you don't have to do it alone. It's encouraging to have someone's support when you or your family members have a health issue. And when you're in good health, it's nice to get some encouragement to keep it up.

Did you have an Empire plan?

With Anthem, you'll enjoy the same great coverage you've always had – and much more.

Nearly 98 million Americans carry a Blue Cross and Blue Shield ID card.¹ Here's why:

- A large, worldwide network of top doctors
- Affordable care at quality-approved hospitals
- A personal health coach who encourages lasting changes
- Easy-to-use online and mobile services
- Dedicated customer advocates focused on providing you service and support

That's why the Parker Hannifin MyHealth Coach program is just a phone call away.

Since you're eligible for this program, we can team you up with an experienced, dedicated health coach. Your health coach will work with you one-on-one to help you manage or improve your health. Family members on your health plan can also work with the same health coach – at no additional cost to you. This program can make a big difference in your health. And it just takes one call to get started.

Not sure how a health coach could help you?

From the first phone call, you and your health coach will get to know each other. Together you'll decide how you can get the most from the program. The coaches are part of a team of nurses, doctors, pharmacists, dietitians, social workers and other health professionals who support you as you follow your doctor's treatment plan.

Plus, your coach may refer you to one of our first-rate wellness programs, including:

- **Future Moms:** A voluntary program to help you take care of your baby before you deliver. Earn a \$100 gift card for completing the program. You can get the gift card if you register for Future Moms during the first trimester (16 weeks) and complete the follow-up assessment in your second trimester.
- **ConditionCare:** Dedicated nurses will help you take care of long-term health conditions like asthma, diabetes, COPD, heart disease, heart failure and more.
- **ComplexCare:** If you're dealing with more than one health problem and need a higher level of care, you can work with one of our nurse coaches. You'll get help setting up your care among doctors and organizing appointments.

- o **24/7 NurseLine:** Speak to a registered nurse 24/7 about your health questions. You can also listen to taped messages on many health topics, in English and Spanish.
- o **Specialized support for at-risk babies:** We offer support to parents and care for babies who are in neonatal intensive care.
- o **Personalized care for people needing transplants:** If you or a loved one needs a lifesaving transplant, we'll support you with health information and coaching before and after your surgery.

We think giving you a personal health boost just makes sense. When wellness is at your fingertips, you're more likely to get better sooner and have a positive experience along the way.

Quality care – at a price you can afford

With our network, you can trust you'll get excellence in care. We've gone great lengths to partner with quality-approved hospitals and clinics across the country, including:²

- o 95% of America's Best Hospitals.³
- o 94% of America's Teaching Hospitals.
- o 100% of Honor Roll Hospitals.³
- o Blue Distinction Centers for Specialty Care.

Wondering about cost? We've negotiated with doctors and hospitals to make sure you get high quality care for a low cost. Plus, we have the tools to tell you about it. Visit anthem.com to use:

- o **Anthem® Care Comparison:** Our Anthem® Care Comparison tool empowers you to directly compare costs of local doctors and hospitals for nearly 40 specific medical procedures, like MRIs and pregnancy delivery, as well as performance and safety ratings.
- o **Estimate Your Cost:** Planning that hip replacement surgery? Having a family soon? Find out what it will cost you to see a doctor – before you do it. This tool shows you in-network and out-of-network costs for the most common medical procedures so you can make more informed decisions about your care.

1. Blue Cross and Blue Shield Association website, Blue Cross and Blue Shield System Facts (March 2011): bcbsa.com/news/press/facts/
2. Source: Blue Cross and Blue Shield Association website, About the Blue Cross and Blue Shield Association (accessed August 2011): bcbsa.com/about
3. U.S. News & World Report, America's Best Hospitals (2010), health.usnews.com/best-hospitals/rankings and internal data, September 2010



Coverage at your fingertips and on-the-go

Our newly redesigned, user-friendly website makes finding a doctor and estimating your costs easier than ever. Finding the best doctor for you and making the most of your plan is just a click away. Just register for anthem.com and begin sorting for doctors, exploring your benefits and using cost comparison tools like Estimate Your Cost.

Have a mobile device? Between work and family commitments, we know you're busy. You don't have time to dig for information about your health plan. That's why we make it easy to explore your coverage on-the-go. Our mobile find-a-doctor app lets you quickly pick out doctors near you. In 2013, we'll also offer a mobile ID card – so if you leave your card at home but have your smartphone, you can still access your benefits.

Want to know more?

Anthem's dedicated customer service team is here to help you and your family better understand your health plan. It's our goal to answer your questions with just one phone call or email. For questions about your benefits during open enrollment call one of our customer advocates at 855-869-8135, Monday through Friday, 8:30 a.m. to 8 p.m. EST, or log on to anthem.com.

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