

The Anthem difference

We understand the health challenges Virginians face because we live and work here too. And that's not all. Because of our company's large size, you have a lot of resources and programs at your disposal to help your employees be the healthiest they can be. Take a look for yourself why Anthem is the right choice for your company's unique needs.

Local presence

Our team of more than 8,000 Anthem Blue Cross and Blue Shield (Anthem) associates is right here for you in 23 office locations and 11 cities throughout Virginia. We've been in Virginia for more than 80 years, and we're here to stay.

Extensive provider networks

We have one of the largest doctor- and hospital-based networks in Virginia.

Preferred Provider Organization (PPO) network:¹

- 97% of service area doctors participate
- 100% of acute care hospitals participate

HealthKeepers network:¹

- 93% of service area doctors participate
- 97% of acute care hospitals participate

BlueCard[®]:²

- Access across the country to more than 92% of doctors and 96% of hospitals
- Access to more than 68,000 pharmacies, including major chains and independent neighborhood stores

Enhanced Personal Health Care

Enhanced Personal Health Care, our approach to patient-centered care, rewards primary care physicians (PCPs) for providing quality care over quantity. We give doctors the resources, tools and support they need to deliver the best care for the best value. The results are impressive:

- 7.3% fewer inpatient admissions³
- 8.3% savings on outpatient surgery³
- \$14.98 net medical savings per attributed member per month³
- 1,017,000 Virginia members attributed to Enhanced Personal Health Care practices; 65% of total commercial members⁴
- 4,459 Enhanced Personal Health Care PCPs; 57% of total PCPs⁴

Innovative health plans

Through our broad selection of products, we offer members a unique combination of our large networks and comprehensive benefit plans with a wellness focus.

- Health, prescription drug, dental, vision, life, disability, and wellness programs
- Employee assistance program
- A wide range of PPO and point-of-service Open Access products and consumer-driven health plans (health savings account, health reimbursement account and health incentive accounts)
- Home delivery pharmacy and programs that promote lower-cost generic drugs
- Worksite wellness programs
- Discounts on healthy living products and services



Integrated care management programs

Anthem's health and wellness programs create a holistic, integrated approach to helping members get healthy and stay healthy, so they can enjoy the best possible quality of life.

- **MyHealth Advantage**, an outreach program, closes gaps in care and provides lower-cost medical alternatives, supporting higher quality and lower cost care.
- **Case management** is for members who have a major hospitalization or procedure due to illness or injury. They can get the support they need from a nurse by phone or video chat, and the nurse will help coordinate their care after they leave the hospital.
- **ConditionCare** helps members who have diabetes, asthma, chronic obstructive pulmonary disease or heart failure with access to professionals like nurses and dietitians who can help them manage and improve their health through education, guidance and support.
- **Future Moms** provides mothers-to-be with personalized support and guidance, helping them have healthier pregnancies and deliveries.
- **24/7 NurseLine** makes it easy for members to talk to a registered nurse day and night by just calling a convenient toll-free number.

Online and mobile tools

Our plans include helpful resources for members to manage their own care.

- **Care and Cost Finder** is a fast and easy tool that helps members make smart health care choices. Once they register at anthem.com, they can compare provider costs and look up quality ratings — all in one place. The tool lets them search for doctors, facilities and pharmacies, and then gives cost estimates for over 400 common medical procedures (based on their health plan) for those providers. They can also rate a provider's service and review ratings from other members.
- **Anthem Anywhere**, our mobile app, makes it easier than ever for members to manage their health care. They can download the free app to get a virtual ID card, find a doctor, estimate out-of-pocket costs, manage prescription benefits, check the cost of medication and a whole lot more.
- **LiveHealth Online** lets members have video visits 24/7 with board-certified doctors using a mobile device or computer with a webcam, and enjoy reduced copays on applicable plans. Doctors can assess common health issues like flu or allergies. They provide a treatment plan and send prescriptions to a pharmacy, if needed.⁵ Members can also talk with licensed therapists and psychiatrists. Therapists are usually available in four days or less.⁶ And, Spanish-speaking doctors take appointments 7 a.m. to 11 p.m., seven days a week using Cuidado Médico.

Service that exceeds expectations⁷

- 99.4% of claims paid in 30 days
- 98.9% claim-dollar accuracy
- 99.99% claims payment accuracy

Giving back⁸

We're committed to creating a healthier generation of Virginians. We support many worthy charitable organizations with a focus on healthy, active lifestyles; heart health; diabetes and cancer prevention; behavioral health; and programs benefiting individuals with disabilities.

- In 2017, Anthem, our charitable foundation and our employees contributed nearly \$3.3 million to nonprofit health-improving organizations throughout the state.
- Through Anthem Foundation's charitable grants in 2017, 2,000 Virginians were trained in hands-only CPR, 440 athletes with physical disabilities increased their physical activity levels, and 7,650 youth improved their nutrition, fruit and vegetable consumption and physical activity levels.
- Anthem associates volunteered 7,045 hours to Virginia-based charitable organizations in 2017.

1 Anthem August 2018 network report. Total number of providers refers to the number of providers for whom we may have information in our database. It is possible there may be providers who have never submitted a claim to us, are therefore not in our database and would not then be accounted for in the percentages noted in this document.

2 Blue Cross Blue Shield Association website: [About Blue Cross Blue Shield Association](http://bcbs.com/about-the-association/) (accessed August 2018); bcbs.com/about-the-association/.

3 Based on preliminary financial performance of BDTC programs against medical cost targets April 1, 2013, to September 30, 2016, for all Anthem markets; net savings are net of provider shared saving bonus payout. Utilization and site of service results based on performance against targets April 1, 2013, to December 31, 2015.

4 Data pulled from Tableau June 19, 2018, using the Enhanced Personal Health Care Provider Profiling workbook in Payment Innovations.

5 Prescription availability is defined by physician judgment.

6 Appointments subject to availability of a therapist.

7 Q3 2018 Measures Touchpoint Metrics Reports, Anthem internal data.

8 2016 Virginia Foundation and Social Responsibility Summary as of February 20, 2017.