

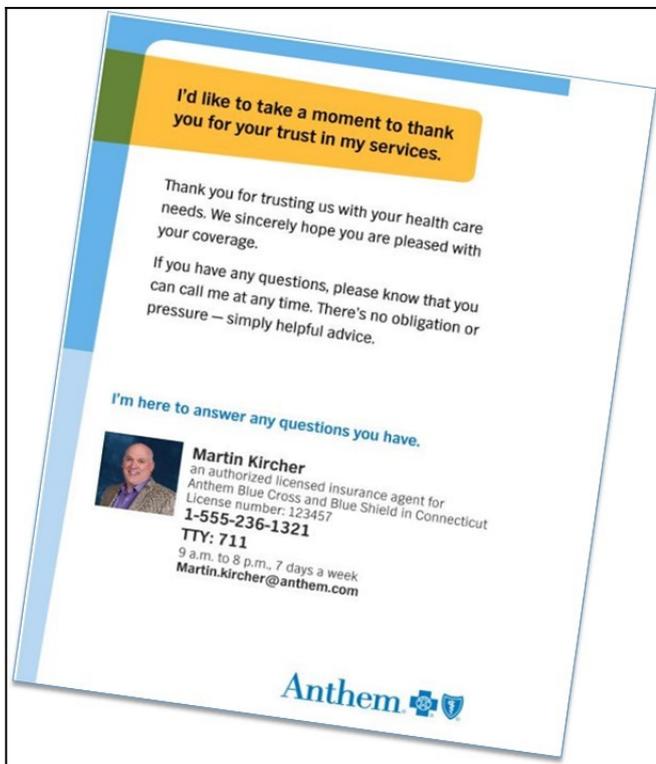
## Staying in Touch with Your Clients

April 29, 2020

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During this time of unprecedented concern, you have an opportunity to reach out to your clients and reassure them you are still here to answer any questions they have regarding their benefits or plans. They may be worried and would appreciate knowing they still have your support and that you will continue to help meet their health care coverage needs.

The Sales Toolkit has materials available for you to stay in contact with members, such as the Post-Sale Thank You Card. While not specific to the current public health crisis, the Post-Sale Thank You Card is a gentle reminder that you are always available to help your clients.



Be sure to select the Post Sale Thank You theme on the Sales Toolkit.

Theme
Which Theme would you like?
<input type="radio"/> Post-Sale Thank You Card

### What Should I Talk About?

Don't forget to remind your enrolled Medicare Advantage members that this is the BEST time to take advantage of our expanded telehealth services. Beginning on March 17 and extending through mid-June, **we will waive cost sharing for members who use our LiveHealth Online or any other telehealth provider delivering virtual care** - whether for medical or mental health visits. Using virtual care helps prevent the spread of disease and is available to anyone who has access to a smartphone, tablet or computer.

## Regarding MedSupp Members and Virtual Care

Please note that Anthem will not waive cost-sharing for Medicare Supplement (Med Supp) policyholders using LiveHealth Online (LHO) and other telehealth providers. Med Supp members may be able to use telehealth services, like Skype, through their current provider; if so, typical Medicare and Medicare Supplement cost-sharing and coverage will apply. Members will need to contact the providers directly to identify if telehealth services are available.

### Sydney Care Mobile App

You should also encourage your clients to download the [Sydney Care mobile app](#) for the Coronavirus Assessment. This tool uses member input data to quickly and safely evaluate symptoms and assess the risk of having COVID-19. The Sydney Care app is available to download for free on an Android or iOS device.

Finally, if your clients have a plan that includes a NurseLine benefit, please encourage them to use that number from the back of their ID cards and call with health-related concerns 24 hours a day, 7 days a week. **There will be no cost for using NurseLine.**

If you need help with materials on the Sales Toolkit, please send a message to [MKTGSalesSupport@anthem.com](mailto:MKTGSalesSupport@anthem.com). Or, for other questions, please reach out to Medicare Agent Services at [medicareagentsupport@anthem.com](mailto:medicareagentsupport@anthem.com) or call 1-800-633-4368.

We hope you are taking care of yourselves while still bringing support and peace of mind to your clients. We're here for you.

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*This article applies to:*

- Wisconsin, Virginia, Ohio, Nevada, New Hampshire, Missouri, Maine, Kentucky, Indiana, Connecticut, Colorado, and Georgia
- Senior and Medicare