



The Anthem advantage

We understand the health issues you and your employees face because we live and work in Virginia, too. You can be sure you'll find programs and resources that meet your unique needs to help keep your employees at their healthy best.

A local presence

Our team of more than 8,900 Anthem associates is right here for you in 19 office locations and 11 cities throughout Virginia. We've been here for more than 80 years, and we're here to stay.

An extensive network

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

Preferred provider organization (PPO) network includes:¹

- 96% of service area doctors.
- 100% of acute care hospitals.

HealthKeepers network includes:¹

- 93% of service area doctors.
- 99% of acute care hospitals.

BlueCard® program provides:²

- Access to more than 95% of doctors and 96% of hospitals across the country.
- Access to more than 70,000 pharmacies, including major chains and independent neighborhood stores, throughout the U.S.

Enhanced Personal Health Care

Our innovative 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?

- 11.4% fewer inpatient admissions³
- 9.5% fewer emergency room visits³
- 1,030,412 Virginia members attributed to Enhanced Personal Health Care practices; 69% of total commercial members⁴
- \$25.89 net medical savings per attributed member per month³
- 4,128 Enhanced Personal Health Care PCPs; 59% of total PCPs⁴

Innovative health plans

You get access to a wide variety of plan options — all designed with a focus on well-being to help your employees stay healthy and productive.

- Medical, pharmacy, dental, vision, life and disability, as well as wellness programs
- Employee Assistance Program
- A wide range of PPO and point-of-service Open Access products and consumer-driven health plans (health savings accounts, health reimbursement accounts 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

Anthem 
And Its Affiliate HealthKeepers, Inc.

Integrated care

Anthem's health and wellness programs take a holistic 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 of 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. They work with professionals like nurses and dietitians who 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 through a convenient toll-free phone number.

Online and mobile tools

Members get helpful resources to manage their own care on anthem.com and our mobile app:

- **Care and Cost Finder** helps members make smart health care choices. After registering on 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 more than 400 common medical procedures (based on their health plan) for those providers. They also can rate a provider's service and review ratings from other members.
- **Sydney HealthSM** is our new mobile app designed just for members. It offers a simple, streamlined experience that's customized for each user. Through a personalized dashboard, it recommends programs and content based on claims, and includes easy access to a complete view of medical, pharmacy, dental and vision benefits. With the interactive chat, members can find what they need fast.

- **LiveHealth Online** lets members have video visits 24/7 with board-certified doctors using a mobile device or computer with a webcam. With some plans, the cost may be even less than a visit to the doctor's office. 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

- 100% claim-dollar accuracy
- 100% claims payment accuracy
- 98.2% of claims paid in 30 days

Giving back⁸

We're committed to creating a healthier generation of Virginians. Anthem supports charities that focus on active lifestyle, heart health, diabetes and cancer prevention, behavioral health and people with disabilities.

- In 2019, Anthem, our charitable foundation and our employees contributed nearly \$3.3 million to nonprofit health-improving organizations **throughout the state**.
 - 540 nonprofit organizations supported
 - 6,728 residents trained in hands-only CPR
 - 488 pregnant women helped; to reduce overall preterm birth rate
 - 17,000 pounds of food distributed to those in need
 - 16,652 associate volunteer hours logged

Want more information?

Contact your Anthem representative today.

¹ Anthem provider network report, January 2020. 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 Express Scripts data, July, 2018. Member access through the Blue Cross Blue Shield Association national BlueCard[®] PPO program as of March 2019.

³ Commercial Enhanced Personal Health Care (EPHC) program performance, October 2018. PMPM savings are gross medical savings before provider gain share and clinical coordination payments. Savings based on four-year average from 2014 to 2017. Member level exposures to the EPHC program and outcomes were assessed on a quarterly basis. Reported outcomes reflect aggregated results from Anthem's Virginia service area.

⁴ Data pulled from Tableau, October 10, 2019, using the EPHC Provider Profiling workbook in Payment Innovations.

⁵ Prescription availability is defined by physician judgment.

⁶ Appointments subject to availability of a therapist.

⁷ Anthem, Inc., *Measures Touchpoint Metrics Reports*, March 2019.

⁸ *Virginia Foundation and Social Responsibility Summary* as of January 2020.