

Individual, Large Group, Small Group | CO, CT, GA, IN, KY, ME, MO, NV, NH, OH, VA, WI

# Paperless communication campaign to focus on adult dependents

October 12, 2021

Paperless communication makes it easier for members to receive important information from us. We send members an email alert when there's new information, such as an explanation of benefits (EOB) or important plan updates. They can then review the details on our mobile app or at [anthem.com](https://www.anthem.com). As part of our ongoing commitment to support members at all moments of their unique personal health journey, we're launching a campaign to help connect adult dependent members to their healthcare communications and to encourage them to make the most of their benefit resources.

Staying up-to-date electronically is one simple way for members to take charge of their health. We've identified subscribers who've chosen paperless communication for EOBs and legal mandates. We'll set the same preferences for adult dependents on their plan. Then, we'll encourage the adult dependents to register for their own account with their own email address to connect them to care in a simpler and more effective way.

Our paperless communication campaign will start later this month. First, we will proactively send an email letting subscribers know we switched their adult dependents who share the same email address. Then, we'll send a letter to the adult dependents about the change and explain how to register for their own account.

Please contact your sales representative for more information.