Cost Savings
Prescription management wherever you are

Access Anthem’s online pharmacy tools at home or on the go

Manage everything you want and need to know about your prescription benefits in one place. It’s easy. It’s convenient. From getting your prescriptions filled to receiving health alert notifications and more, you can find it all by using our prescription benefit tools on anthem.com.

Get started

On anthem.com, log in and select Prescription Benefits to access the Pharmacy homepage. From here, you can access our easy-to-use prescription tools. For some tools, you will be redirected to Express Scripts, the company that helps support your prescription drug benefits.

1 Search your drug lists

We have a drug search tool that automatically takes you to the drug list that applies to your benefit plan. You can search your drug lists for up-to-date information, such as:

- Tier status
- Clinical programs including quantity limits, dose optimization, prior authorization and step therapy
- Therapeutic class and category

2 Find a pharmacy in your network

With the Locate a Pharmacy tool, enter your ZIP Code and let us know if you want to see pharmacies that are open 24 hours a day or not, then choose Search. You’ll see a list of nearby pharmacies in your network, including pharmacies where you can fill a 90-day supply (depending on your benefit), or you can view them on a map.

3 Find out how much a drug will cost

With the Price a Medication tool, you can compare retail prescription medication costs at individual local pharmacies and check plan-specific drug coverage information. Just enter your address, city and state or ZIP code to see all the participating pharmacies in the area. Pricing can be viewed for up to three pharmacies at a time. Results include pharmacies that can dispense a 90-day supply, as well as home delivery pricing.
Check your prescription order status
Receive more accurate expected order ship date(s) as well as more concise and consistent messaging when an order has a delay.

Refill and renew prescriptions

Transfer to home delivery
Get home delivery for the whole family on eligible prescriptions.

You can even find many of the same helpful tools on your mobile device, so you can manage your drug benefit wherever you are. Think of the new pharmacy tools on anthem.com as a one-stop-shop for many of your prescription benefit needs. You can also:
- Price a medication.
- Locate a pharmacy.
- Change the auto refill settings.
- Switch to home delivery.
- Make payments and view payment history.
- Get member ID cards.
- Set communication preferences.

Ready to check out your pharmacy benefits online?
Log in or create an account on anthem.com and choose Prescription Benefits to get started.
LiveHealth Online®
Easy, fast doctor visits. All from the comfort of your own computer or mobile device.

Talk to a doctor today, tonight, anytime — 365 days a year.
Just enroll at livehealthonline.com or on the free mobile app.
Now you can get the health care you need without all the hassle

Have a health question? Under the weather? With LiveHealth Online, you don’t have to schedule an appointment, drive to the doctor’s office, and then wait for your appointment. In fact, you don’t even have to leave your home or office. Doctors can answer questions, make a diagnosis, and even prescribe basic medications when needed.*

With LiveHealth Online, you get:

- Immediate doctor visits through live video.
- Your choice of U.S. board-certified doctors.
- Help at a cost of only $49 per visit, subject to deductible and coinsurance.
- Private, secure and convenient online visits.

What are the qualifications of the doctors you consult via LiveHealth Online?

- U.S. board-certified.
- Average 15 years practicing medicine.
- Mostly primary care physicians.
- Specially trained for online visits.

When can you use LiveHealth Online?

As always, you should call 911 with any emergency. Otherwise, you can use LiveHealth Online whenever you have a health concern and don’t want to wait. Doctors are available 24 hours a day, seven days a week, 365 days a year. Some of the most common uses include:

- Cold and flu symptoms such as a cough, fever and headaches
- Allergies
- Sinus infections
- Family health questions

Start a conversation now.

Just enroll for free at livehealthonline.com or on the app, and you’re ready to see a doctor.

*As legally permitted in certain states.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross and Blue Shield of Georgia, Inc. In Indiana: Anthem Health Plans of Indiana, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. In Ohio: Community Insurance Company, dba Anthem Blue Cross and Blue Shield in Ohio; and its service area is all of Ohio except for the City of Fairborn, the Town of Hanna, and the town east of I-270 in Union County, Ohio. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies; Compcare Health Services Insurance Corporation (Compcare), which underwrites or administers the HMO policies; and Compcare and BCBSWI collectively, which underwrite or administer the POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.
Be a smart shopper – it pays to compare

Different doctors and hospitals may charge different amounts for the same service. So shop around using the Estimate Your Cost tool to see costs based on your own benefits. You can also compare the quality of different procedures.

<table>
<thead>
<tr>
<th>Procedures</th>
<th>Hospital 1</th>
<th>Hospital 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bronchoscopy</td>
<td>$3,000</td>
<td>$5,000</td>
</tr>
<tr>
<td>Chest CT scan</td>
<td>$300</td>
<td>$1,000</td>
</tr>
<tr>
<td>Hip replacement</td>
<td>$25,000</td>
<td>$36,000</td>
</tr>
<tr>
<td>Knee replacement</td>
<td>$25,000</td>
<td>$37,000</td>
</tr>
</tbody>
</table>

Sample cost comparison*

* These rates are national averages for the services listed. Your experience may be different depending on your specific plan, the services you receive and the health care provider. Rates as of 2014.

Know your costs before you get care

Go to anthem.com and log in to use the Estimate Your Cost tool. Search for the procedure you need and the tool will help guide you.

For even quicker cost comparison, use the Anthem Blue Cross and Blue Shield mobile app.
24/7 NurseLine
Always here for you

Health concerns can happen when you least expect them. You might be on vacation or even on a business trip. Or your child may have a fever in the middle of the night. But there’s somewhere you can turn for help any time of the day or night.

Call the 24/7 NurseLine to talk with a registered nurse about your health concern. Whether it’s a question about allergies, fever, types of preventive care or any other topic, nurses are always there to provide support and peace of mind. And, if you want, a nurse will call you later to see how you’re doing.

Our nurses can help you choose the right place for care if your doctor isn’t available and you aren’t sure what to do. Do you need to head straight to the emergency room? Is urgent care best? Or do you need to see your doctor? Making the right call can save you time and money – and give you access to the best possible care.

Do you speak Spanish or another language other than English? We have Spanish-speaking nurses and translators on call. TTY/TDD services are available, too.

If you’d prefer not to talk about your health concern over the phone, the AudioHealth Library might be for you. These helpful prerecorded messages cover more than 300 health topics in English and Spanish. Just call the 24/7 NurseLine number and choose the AudioHealth Library option.

Health questions?

24/7 NurseLine is always here for you. Call toll free at the customer service number on your ID card.

85% of members like you would recommend 24/7 NurseLine to others.
Which is better for allergic reactions?  
Emergency room (ER) vs Urgent care/retail health clinic vs LiveHealth Online

Always call 911 or go to the ER if you think you could put your health at serious risk by delaying care.

![Image showing a comparison of different health care options]

**Emergency room**
- **Average cost** for common conditions: $200
- **Average visit time**: 4 hours
- **You pay**:
  - Any copay
  - Any deductible or coinsurance that may apply
- **You save up to**: $125

**Urgent care/retail health clinic**
- **Average cost**: $75
- **Average visit time**: 1 hour
- **You save up to**: $50

**LiveHealth Online**
- **Average cost**: $20
- **Average visit time**: 20 minutes
- **You save up to**: $180

**When you have a rash or itchy, watery eyes and can’t stop sneezing, where should you go?**

**Online**: Go to [anthem.com](http://anthem.com) and choose Find a doctor. Follow the steps to search for a doctor or health care provider in your plan.

**By phone**: Call the Member Services number on your ID card for help finding providers in your plan.

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1. Refers to average health plan copays, not the cost for the condition listed. For many members, deductibles and coinsurance may apply.

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