



## Summary of changes and updates to your Anthem Blue Cross Medi-Cal covered benefits and services

Changes effective: January 1, 2019

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Dear Anthem member,

The purpose of this letter is to inform you of changes to your Medi-Cal covered services with Anthem. The updates below describe the changes recently made by Anthem, which may change the way you get care and where you can call for help. These changes are due to:

- Updates to your 2018 Anthem Medi-Cal Member Handbook/Evidence of Coverage.
- New benefits and services available to you as a Medi-Cal member of Anthem.

The changes made to your 2018 Anthem Medi-Cal Member Handbook/Evidence of Coverage are noted by:

- ~~strike-out text~~ to show text has been removed OR
- ***bold and italics text*** to show text has been added.

Please read these changes and keep this letter with your 2018 Anthem Medi-Cal Member Handbook/Evidence of Coverage. If you have any questions about your covered services and benefits, please call the Customer Care Center at 1-888-285-7801 (TTY 711), Monday through Friday from 7 a.m. to 7 p.m. Pacific time. This call is toll free.

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Section: Benefits and services

### ***Care Management program***

***Anthem has a Care Management team to help answer any questions you may have about:***

- ***Your health care.***
- ***Getting behavioral health services (mental health and substance use disorder).***
- ***Other services that might help improve your health.***

***If you have questions about the Care Management program, please call a care manager toll free at 1-888-285-7801 (TTY 711), Monday through Friday from 8 a.m. to 5 p.m., except on some holidays.***

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Section: Benefits and services

***Diabetes Prevention Program (new benefit)***

***Anthem offers the Diabetes Prevention Program (DPP). This is an evidence-based lifestyle change program designed to prevent or put off the start of type 2 diabetes among people diagnosed with prediabetes. The program lasts one year and can continue for an extra year for those members who qualify. The program uses approved lifestyle changes including but not limited to:***

- ***Provides a peer coach.***
- ***Teaches self-monitoring and problem solving.***
- ***Provides support and feedback.***
- ***Provides tips to support goals.***
- ***Tracks routine weigh-ins to help reach goals.***

***DPP is offered either virtually or in person, depending on your location and your needs. Members who are interested in the DPP must meet program eligibility rules such as specific levels for fasting, blood glucose levels and body mass index measurements. To learn more and to check eligibility for the DPP, members can visit [www.solera4me.com/AnthemBC\\_MediCal](http://www.solera4me.com/AnthemBC_MediCal).***

To learn more, call the Customer Care Center at 1-888-285-7801 (TTY 711), Monday through Friday from 7 a.m. to 7 p.m. Pacific time.

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Section: Benefits and services

***Health Homes Program (new benefit)***

***Description:***

***Anthem covers Health Homes Program (HHP) services for Members with certain chronic health conditions. These services are to help coordinate physical health services, behavioral health services, and community-based long term services and supports (LTSS) for Members with chronic conditions.***

***You may be contacted if you qualify for the program. You can also call Anthem, or talk to your doctor or clinic staff, to find out if you can receive HHP services.***

***You may qualify for HHP if:***

***You have certain chronic health conditions. You can call Anthem to find out the conditions that qualify; and you meet one of the following:***

- ***You have three or more of the HHP eligible chronic conditions***
- ***You stayed in the hospital in the last year***
- ***You visited the emergency department three or more times in the last year; or***
- ***You do not have a place to live.***

*You do not qualify to receive HHP services if:*

*You receive hospice services; or you have been residing in a skilled nursing facility for longer than the month of admission and the following month.*

*Covered HHP Services:*

*HHP will give you a care coordinator and care team that will work with you and your health care providers, such as your doctors, specialists, pharmacists, case managers, and others, to coordinate your care. Anthem provides HHP services, which include:*

- Comprehensive Care Management*
- Care Coordination*
- Health Promotion*
- Comprehensive Transitional Care*
- Individual and Family Support Services*
- Referral to Community and Social Supports*

*Cost to Member:*

*There is no cost to the Member for HHP services*

*Anthem and its partners may call you if you meet the rules. To learn more, call the Customer Care Center at 1-888-285-7801 (TTY 711), Monday through Friday from 7 a.m. to 7 p.m. Pacific time.*

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Section: Benefits and services

*Pediatric Palliative Care (new benefit)*

*Starting January 1, 2019, Pediatric Palliative Care (PPC) services will be provided by Contracted Pediatric Palliative Care Providers.*

*PPC can help connect eligible children who have serious illnesses, and their families, to palliative care services, including: care coordination, pain and symptom management, expressive therapies, in-home respite care and other support services. PPC provides families with extra help while they continue to pursue curative care. To learn more, call the Customer Care Center at 1-888-285-7801 (TTY 711), Monday through Friday from 7 a.m. to 7 p.m. Pacific time.*

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Section: Benefits and services

*Pediatric services*

*Anthem offers early and periodic screening, diagnostic and treatment (EPSDT) services.*

- *If you or your child are under 21 years old, Anthem covers well-child visits. Well-child visits are a comprehensive set of preventive, screening, diagnostic and treatment services.*
- *Anthem will make appointments and provide transportation to help children get the care they need.*
- *Preventive care can be regular health check-ups and screenings to help your doctor find problems early. Regular check-ups help your doctor look for any problems with your medical, dental, vision, hearing, mental health, and any substance use disorders. Anthem covers screening services any time there is a need for them, even if it is not during your regular check-up. Also, preventive care can be shots you or your child need. Anthem must make sure that all enrolled children get needed shots at the time of any health care visit.*
- *When a physical or mental health issue is found during a check-up or screening, there may be care that can fix or help the problem. If the care is medically necessary and Anthem is responsible for paying for the care, then Anthem covers the care at no cost to you. These services include:*
  - *Doctor, nurse practitioner and hospital care.*
  - *Shots to keep you healthy.*
  - *Physical, speech/language and occupational therapies.*
  - *Home health services, which could be medical equipment, supplies and appliances.*
  - *Treatment for vision and hearing, which could be eyeglasses and hearing aids.*
  - *Behavioral Health Treatment for autism spectrum disorders and other developmental disabilities.*
  - *Case management, targeted case management, and health education.*
  - *Reconstructive surgery, which is surgery to correct or repair abnormal structures of the body caused by congenital defects, developmental abnormalities, trauma, infection, tumors or disease to improve function or create a normal appearance.*
- *If the care is medically necessary and Anthem is not responsible for paying for the care, then Anthem will help you get the right care you need. These services include:*
  - *Treatment and rehabilitative services for mental health and substance use disorders.*
  - *Treatment for dental issues, which could be orthodontics.*
  - *Private duty nursing services.*

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Section: Benefits and services

### ***Pharmacy at Home program***

*For members in Los Angeles who qualify, Anthem offers the Safe Choice program. To learn more about the Pharmacy at Home or Safe Choice program, call the Customer Care Center at 1-888-285-7801 (TTY 711), Monday through Friday from 7 a.m. to 7 p.m. Pacific time.*

### ***Pharmacy Member Services***

*For members who need assistance with their retail prescriptions, please call Medi-Cal Pharmacy Member Services at 1-833-205-6004 (TTY 711).*

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Section: Benefits and services

***Transportation (added benefits)***

***Anthem is continuing to improve access to care for our members and is routinely increasing service levels to our transportation program for medical and non-medical transportation needs. To learn more, visit our website at [www.anthem.com/ca/medi-cal](http://www.anthem.com/ca/medi-cal) and/or call the Customer Care Center at 1-888-285-7801 (TTY 711), Monday through Friday from 7 a.m. to 7 p.m. Pacific time.***

***If you are experiencing a medical emergency, please call 911.***

***To make a transportation request, call the Reservation line at 1-877-931-4755. Reservations need to be made Monday through Friday, from 7 a.m. to 7 p.m. local time. Transportation requests need to be made at least 5 business days in advance of your appointment.***

***Please have the following information available when making a reservation:***

- ***Your Anthem Medi-Cal member ID number***
- ***Name, address and phone number of the facility you are going to***
- ***Appointment date and time***

***For assistance with an already scheduled reservation, call the Ride Assist line at 1-877-931-4756 (TTY 1-866-288-3133). Use this number to activate a “Will Call” pick-up or if your transportation is late for a scheduled pick-up. Please also use this number if you need to make a change or cancel a previously scheduled reservation.***

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Section: Important numbers and words to know

***Early and periodic screening, diagnosis and treatment (EPSDT): EPSDT services are a benefit for Medi-Cal members under the age of 21 to help keep them healthy. Members must get the right health check-ups for their age and appropriate screenings to find health problems and treat illnesses early.***

***Medically necessary (or medical necessity): Medically necessary care are important services that are reasonable and protect life. This care is needed to keep patients from getting seriously ill or disabled. This care reduces severe pain by treating the disease, illness or injury. For members under the age of 21, Medi-Cal services include care that is medically necessary to fix or help a physical or mental illness or condition, including substance use disorders, as set forth in Section 1396d(r) of Title 42 of the United States Code.***

Do you need help with your health care, talking with us or reading what we send you? We provide our materials in other languages and formats, including Braille, large print and audio at no cost to you. Call us toll free at 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos, incluyendo Braille, letras grandes y audio sin costo para usted. Llámenos a la línea gratuita al 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

您在醫療保健、向我們諮詢、或是閱讀我們寄給您的資料時有需要任何的幫助嗎？我們以其他語言和格式提供我們的資料，包括點字、大型字體印刷和音訊格式，您無需支付任何費用。請撥打免費電話 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal)。

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