

Thank you for being our member. Your member handbook has new updates. Please review the changes carefully and keep it with your handbook for future reference.

If you would like a printed copy of your handbook, you can call Member Services at **844-396-2329 (TTY 711)** Monday through Friday from 7 a.m. to 7 p.m. Pacific time.

Section/topic	Summary of change
School health services with limitations	School health services is the new term for school-based child health services. Anthem will cover school health services when provided by federally qualified health centers or rural health clinics.
Disenrollment	<p>As a member of Anthem, we do not request disenrollment for any of the following reasons:</p> <ul style="list-style-type: none"> • Your health status changes. • You have pre-existing medical conditions. • Your mental ability decreases. • Your use of medical services. • Behavior that results from your special needs (unless your enrollment seriously harms our ability to provide services to you or other members). • You file a grievance or appeal. • Your age, national origin, creed, color, sex, or religion. <p>If we receive a disenrollment form or letter from you, we will review your request within 14 calendar days of when we receive it. We will send you a decision letter upon the date of decision.</p>

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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 at no cost to you. Call us toll free at 844-396-2329 (TTY 711).

¿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 sin costo alguno para usted. Llámenos a la línea gratuita al 844-396-2329 (TTY 711).