

How do I find a doctor?

Knowing who to see to get the care you need is an important part of staying healthy. Our provider directory can help you find the health care professional you're looking for.

Except in emergencies, you'll likely need to see a doctor in the Anthem plan to make sure your visit is covered. Here's how to get the most up-to-date information about our plan's providers in your area.

Online

- Visit mss.anthem.com/wi and click on **Find a Doctor**.
- Download a copy of the provider directory for a full list of doctors in the Anthem network.
- Or, use the **Provider Search Tool** to narrow your search to find a specialist in the location you need.

By mail

- Call Anthem Member Services at **1-855-690-7800 (TTY 711)** to request a hard copy of the provider directory be mailed to you.

Good health care starts with regular checkups.

Annual checkups can help you get and stay healthy. It's easy to get a wellness checkup. Just call your primary care provider (PCP) today. If you don't know the name of your PCP or need help making an appointment, call Member Services at 1-855-690-7800 (TTY 711).

Name of my PCP

My PCP's office address

My PCP's office phone number

My wellness checkup is scheduled for (date) (time)

mss.anthem.com/wi

Member Services — 24/7 NurseLine:
1-855-690-7800 (TTY 711)

Keeping your coverage

Why should I renew my benefits on time?

Renewing your benefits on time helps protect your health — and your wallet. There are many ways keeping your coverage can help you reach your wellness goals.

Which of these are important to you and your family?

- Free preventative care, like checkups, screenings and vaccines
- Protection in case unexpected medical costs come up, like from an injury or illness
- Access to helpful services, like disease management programs, weight management, prenatal education and more



When is it time to renew?

If you have BadgerCare Plus, your benefits need to be renewed once a year. You can renew online at access.wisconsin.gov or call ForwardHealth Member Services at 1-800-362-3002.

If you get SSI benefits, the steps for renewal are different. Your medical condition will be reviewed from time to time to make sure you still qualify for benefits. When it's time for a review, you'll get a letter in the mail asking you to visit your Social Security office.

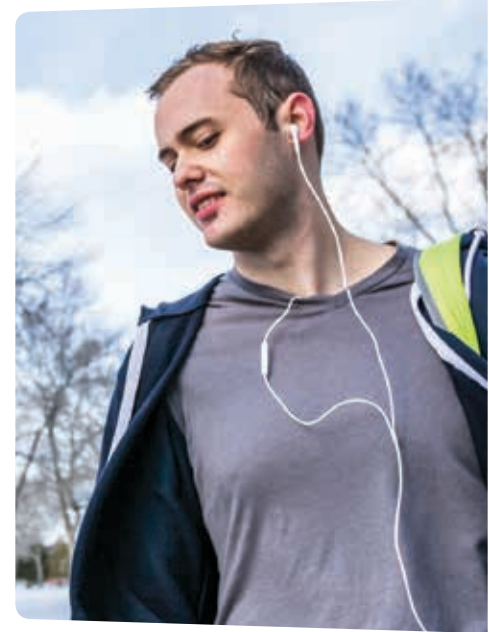
Not a kid anymore?

It may be time for a new PCP or behavioral health provider.

It's important for you to get the right care from your providers. As an adult, you can choose to change from a provider who specializes in care for children or teens to a provider who focuses on treating adults. This includes providers for physical and behavioral health. We can help if you want to change. We can also help you transfer your medical records.

Start by asking your current PCP or behavioral health provider for a recommendation for a new adult PCP or behavioral health provider.

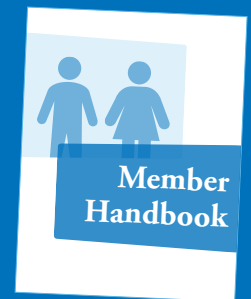
We're here to help, too. You can change your PCP or behavioral health provider at any time. It's easy with our **Find a Doctor** tool at mss.anthem.com/WI/Pages/findadoc.aspx. Or call Member Services at 1-855-690-7800 (TTY 711).



Check out the member handbook

Your member handbook is filled with information on the programs and benefits available to you as an Anthem member. Inside you'll find:

- Who to contact for questions
- Finding or changing your doctor
- Services covered by your plan
- Programs and information for new or expectant moms
- Disease management and care management programs
- Your member rights and responsibilities
- Appeal, grievance and fair hearing rights and procedures
- Our notice of privacy practices
- And more



The member handbook is also available online. Go to mss.anthem.com/wi, then click on **Handbooks & More**. You can also request a copy to be mailed to you by calling Member Services at **1-855-690-7800 (TTY 711)**.

Knowing where to go for care



The right care in the right place can help your family stay healthy

If you're sick or get a minor injury, call your doctor's office first. If you or your child is sick or gets hurt at night, on a weekend, or a holiday, you have other options.

Where should I go when I need help fast?

URGENT CARE

Condition *isn't* life-threatening

- Sprains and minor injuries
- Earache
- Fever, cold, flu, and sore throat
- Minor cuts and burns
- Mild asthma
- Rash without fever

Urgent care clinics treat people the same day and you don't need an appointment. To find an urgent care center near you, visit mss.anthem.com/wi and go to **Find a Doctor**. Then click on the **Provider Search Tool**. You can write down the name, location and hours here and post it on your bulletin board or refrigerator where you can find it fast.

Urgent care center name

Address

City, ZIP

Days open

Hours open

EMERGENCY ROOM (ER)

Condition *is* life-threatening

- Chest pain, difficulty breathing
- Head and eye injuries
- Bleeding that won't stop and severe cuts
- Coughing or throwing up blood
- Bleeding during pregnancy
- Rash with fever

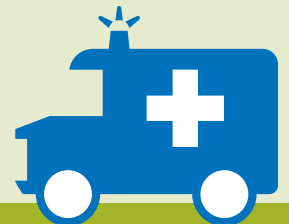
If you have an emergency, call 911 or go to the emergency room. If you're not sure, call our 24/7 NurseLine at 1-855-690-7800 (TTY 711). We're here to help you 24 hours a day, 7 days a week.

Where is your closest emergency room? Write it down in the spaces provided.

Hospital name

Address

City, ZIP



Your opinion counts! We want to hear from you.

If you get a survey by mail or a phone call from us, please take a moment to respond. Letting us know what you think about your benefits and services helps us help you and your family stay healthy.



N17 W24340 Riverwood Drive
Waukesha, WI 53188

Wisconsin *My Health Flier*

Inside this flier, you'll find important information about the health plan and tips for healthy living.

Thank you for letting us be your partner for a healthier life.



**Member Services –
24/7 NurseLine:
1-855-690-7800
(TTY 711)**

mss.anthem.com/wi

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