

Anthem Blue Cross (Medi-Cal)

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You're going places. Let us help you get there.

Trouble getting to the doctor should never stand between you and your health. We help Medi-Cal members get where they need to be. We'll help you get to medical and non-medical appointments and services.

To get a ride:

1. Call Anthem Blue Cross Transportation Reservations at **1-877-931-4755** at least 5 business days before your appointment, not including the day you call, weekends or holidays.
2. Give the member ID # listed on your member ID card.
3. If it's your first time calling, give your primary care doctor's name, phone and fax numbers. You must also give the name of the doctor you are visiting and his or her address.

www.anthem.com/ca/medi-cal



Questions?

If you live in Los Angeles, call us at 1-888-285-7801 (TTY 711).
All others should call 1-800-407-4627 (TTY 1-888-757-6034).
We're available Monday through Friday from 7 a.m. to 7 p.m. Pacific time.

❖ Members are instructed to call Logisticare at **1-877-931-4755 (TTY 1-866-288-3133)** in order to schedule their transportation.

❖ **Reservation hours: Monday-Friday: 7:00 AM -7:00 PM (PST)**

❖ **Bilingual services are available**

Your community, your needs

We'll help you stay on top of your health care.

There is a lot to manage when it comes to health care, so we're here to help. Anthem Blue Cross community health workers can connect you with a variety of resources available in your community. We want to assist you with managing health tasks and overcoming roadblocks.

A community health worker is your personal health advocate that can help you with:

- Understanding your health benefits
- Finding or changing your primary care physician (PCP)
- Scheduling medical appointments
- Communicating with your health care team
- Finding transportation to approved medical services
- Referrals from your PCP when you need specialty care for ongoing concerns
- And more



Community health workers can also connect you with community resources that help with:

- Food
- Housing
- Financial assistance
- Legal aid
- Transportation
- Jobs
- Education
- And more



www.anthem.com/ca/medi-cal



Medi-Cal Managed Care
L.A. Care

Case Management Referral Form

To refer your patient for Case Management, please return this form to Anthem Blue Cross (Anthem) by fax at 1-866-333-4827 for physical health referrals and 1-855-473-7902 for behavioral health referrals. If referring multiple patients, please submit only one member per fax.

Referral date		Member/caregiver informed of referral?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Eligibility verified?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Records attached?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Referral source information			
Name		<input type="checkbox"/> Member <input type="checkbox"/> IPA/medical group: _____	
Phone		<input type="checkbox"/> Provider <input type="checkbox"/> Other: _____	
		<input type="checkbox"/> Hospital <input type="checkbox"/> Anthem dept.: _____	
To receive notification of referral outcome, select your preferred contact method.			
<input type="checkbox"/> Email		<input type="checkbox"/> Phone	<input type="checkbox"/> Fax
Member information			
First and last name		Parent/guardian name (if minor)	Primary phone Alt. phone
Member ID		DOB	Primary language
Brief history (select all that apply)			
Admission history:		Primary diagnoses:	
<input type="checkbox"/> ≥ 2 hospitalizations in 12 months		<input type="checkbox"/> COPD <input type="checkbox"/> Transplant (potential/actual), type: _____	
<input type="checkbox"/> ≥ 3 ER visits in last 12 months		<input type="checkbox"/> CHF	
<input type="checkbox"/> Rapid readmission (within 30 days)		<input type="checkbox"/> ESRD	
<input type="checkbox"/> Hospital discharge within last 7 days		<input type="checkbox"/> Diabetes <input type="checkbox"/> Mild-mod behavioral health dx	
<input type="checkbox"/> ER visit within last 7 days		<input type="checkbox"/> Asthma <input type="checkbox"/> Substance abuse	
		<input type="checkbox"/> High-risk pregnancy <input type="checkbox"/> Other: _____	
Program(s) See description on the following page and select all that apply.			
Referrals for physical health Case Management (adult/pediatric) — Fax to 1-866-333-4827.			
Referrals for behavioral health Case Management (adult/pediatric) — Fax to 1-855-473-7902.			
<input type="checkbox"/> Complex Case Management/Care Coordination		<input type="checkbox"/> High-Risk Obstetrics (gestational age < 35 weeks)	
<input type="checkbox"/> Care Transitions (including post-discharge follow-up)		<input type="checkbox"/> BHT/ABA Coordination	
<input type="checkbox"/> Complex Discharge Planning		<input type="checkbox"/> Community Health Worker	
<input type="checkbox"/> Continuity of Care		<input type="checkbox"/> Safe Choice Program	
Reason for referral			



To request a community health worker at no charge to you, please call the Case Management Line at 1-877-264-4525.



Help is virtually a
call or click away

www.anthem.com/ca/medi-cal

Where do I start?



Option 1: Call Bright Heart Health at 1-844-884-4474, 24 hours a day, seven days a week to sign up and get an appointment.



Option 2: Complete referral form on Bright Heart Health website, brighthousehealth.com/intake-forms/patient-referral.



Option 3: Have your doctor or emergency room fax patient information to Bright Heart Health at 1-415-458-2691.

You will be referred to a BHH services coordinator who will work with you to explore MAT and other treatment options. You may be scheduled with a doctor to assess medications and/or discuss additional support services with a team of experts.

Resources:

Guidelines for starting medication for opioid use disorder
www.brighthearthealth.com/wp-content/uploads/HomeInductionProcess.pdf

Steps to making an appointment
www.brighthearthealth.com/appointments

- ❖ Bright Heart Health (BHH) is a telehealth provider founded in 2015 that created live-video intensive outpatient substance abuse programs and Medication-Assisted Treatment (MAT) services accessible in the home from personal mobile devices.
- ❖ There is a shortage of PCPs with XWAIVER credentials needed to prescribe Suboxone, which all BHH telehealth physicians can prescribe.
- ❖ Anthem has a direct contract with BHH in CA

**Looking for
housing, work
or more?**



Anthem Community Resource Link is a site where you can search for free or low-cost local services that help with:

- Housing
- Jobs
- Education
- And more

It's easy! Just enter your ZIP code and select the type of service you're looking for.

You'll get information about organizations and agencies near you that can help.

To learn more, visit
anthembc.auntbertha.com
or call 1-800-407-4627
(TTY 1-888-757-6034).



- ❖ All services are free or low cost
- ❖ Services specific to the zip code provided
- ❖ anthembc.auntbertha.com

Interpreter Services Desktop Reference

Keep this guide handy for use with members enrolled in Anthem Blue Cross (Anthem) publicly funded programs. Interpreter services are free. Please see the other side of this flier for individual language aids for members.

Telephone interpreters

During business hours, members and providers may call the Customer Care Center at **1-800-407-4627** (outside Los Angeles County) or **1-888-285-7801** (inside Los Angeles County). After business hours, call the 24/7 NurseLine at **1-800-224-0336** and:

1. When asked for language, either press 1 or say English, or press 2 or say Spanish.
2. When calling on behalf of a member, say Member; if not, please say Provider.
3. Give the customer care associate or the helpline nurse the member's ID number.
4. Explain the need for an interpreter and state the language for which interpreter services are needed.
5. Wait while you are connected to an interpreter.

Once connected to the interpreter, the customer care associate or the helpline nurse introduces the member, explains the reason for the call and begins the dialogue.

Face-to-face interpreters, including sign language

Members and providers may call the Customer Care Center at the numbers above to schedule services during business hours. Three business days are required to schedule services, and 24 business hours are required to cancel. Providers may also schedule by emailing ssp.interpret@anthem.com. Registration with our secure email service is required. Please type **Secure** in the subject line.



TTY and relay services (for members with hearing or speech loss)

During business hours, members may call Anthem's TTY line at **1-800-735-2922**. After business hours, members may use the 24/7 NurseLine TTY at **1-800-368-4424** or the California Relay Service number at **711**.

Tips for working with interpreters

- Brief the interpreter in private before the members' visits. Provide relevant information about members.
- Encourage the interpreter to ask questions or clarify a message when necessary.
- Address members directly. Avoid directing all comments to the interpreter.
- Talk in short sentences. Discuss one concept at a time.
- Be patient. Careful interpretation may require the interpreter to use long phrases. It can take more words or time to describe a concept in another language.
- Avoid using medical jargon when possible. It may be difficult for interpreters and members to understand.
- Be aware of nonverbal cues from members such as nodding, smiling, body positioning, etc. Nonverbal cues may indicate how much information is being understood.



Tips for communicating with members who speak limited English

- Speak slowly, not loudly.
- Organize what you want to convey first. Use short, simple sentences. Keep in mind, what is said at the beginning and end of a discussion is most likely to be remembered.
- Face members. Watch their facial expressions and body language. If these don't agree with their words, or if their expressions indicate they do not understand, slow down and start again.
- Try not to ask yes or no questions. Instead, ask questions requiring members to respond and volunteer information. For example, phrase questions to begin with why, how or what.
- Members' responses will help you determine whether they properly understand the question.
- Rephrase and summarize often.

Show this list to your patients.

If you know the appropriate translation, point to it and call Anthem Blue Cross Interpreter Services.

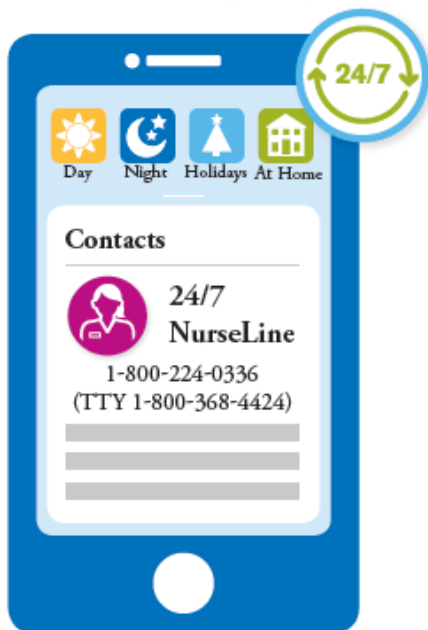
English	One moment please while I call an interpreter. This service is free.
Arabic	يرجى الانتظار لحظة من فضلك فلنا الآن أستاذ مترجماً فوراً. هذه الخدمة مجانية.
Armenian	Մեկ րոպե խնայիր իմ սպասել, մինչ քան իզուցանվում եմ թարգմանչին: Այս ծառայությունն անվճար է:
Chinese	請稍等片刻，讓我聯絡一位口譯人員。這個服務是免費的。
Farsi	لطفاً کمی صبر کنید تا با مترجم تماس بگیرم. این خدمات رایگان است.
Hindi	कृपया एक मिनट ठहरें जब तक मैं एक दुआरिए को फोन कर लूँ। यह सेवा मुफ्त है।
Hmong	Thov tos ib piliag thaum kuv hu xovtoo rau ib tug kws txhais lus. Qhov no yog pab dawb xwb.
Japanese	通訳者を呼びますのでしばらくお待ちください。本サービスの利用は無料です。
Korean	통역사와 연결하는 동안 잠시 기다려 주십시오. 통역 서비스는 무료입니다.
Laotian	ກະລຸນາລໍຖ້າຈົນກະທົບໃນຄະນະທີ່ຂ້ອຍໂທຫາພາສາໄປ. ການບໍລິການນີ້ບໍ່ເສຍຄ່າ.
Mon-Khmer (Cambodian)	សូមរង់ចាំមួយភ្លែតខណៈដែលខ្ញុំកំពុងហៅទូរស័ព្ទទៅកាន់អ្នកប្រែ។ សេវាកម្មនេះគឺឥតគិតថ្លៃ។
Punjabi	ਵਿਰਾਮ ਫਿਕ ਮਿਟ ਰੁਕੇ ਜਦੋਂ ਤੱਕ ਮੈਂ ਵਿਸ਼ੇ ਦੁਆਰੀਏ ਨੂੰ ਕਾਲ ਕਰ ਲਵਾਂ। ਇਹ ਸੇਵਾ ਮੁਫਤ ਹੈ।
Russian	Одну минутку, я свяжусь с переводчиком. Эта услуга бесплатна.
Spanish	Por favor, espere un momento mientras llamo a un intérprete. Este servicio es gratuito.
Tagalog	Sandali po lamang habang tumatawag ako ng interpreter. Libre ang serbisyon ng ito.
Thai	โปรดรอสักครู่จนกว่าผมจะเรียกผู้แปลภาษา บริการนี้เป็นฟรีค่าใช้จ่าย
Vietnamese	Vui lòng chờ trong giây lát trong khi tôi gọi cho thông dịch viên. Dịch vụ này được cung cấp miễn phí.

Make Health Happen

Health Tips

Get quick answers to health questions

You can get help from an experienced nurse in more than 150 languages and there's never any cost to you.



What questions do you have for a nurse?

You can write them down here:

1. _____
2. _____
3. _____

Customer Care Center:

Please call the number on your member ID card.

24/7 NurseLine: 1-800-224-0336 (TTY 1-800-368-4424)

www.anthem.com/ca/medi-cal

ACA-MEM-1020-18

**24/7
NurseLine**
1-800-224-0336
(TTY 1-800-368-4424)

How can the 24/7 NurseLine help me?

Nurses at the 24/7 NurseLine are there 24 hours a day. They'll answer when you can't reach your primary care provider (PCP). When you're not sure if it's an emergency, they can help you figure out what to do or where to go. They can also answer questions about:

- Your prescriptions or over-the-counter medications.
- Your health or your child's health.
- Immunizations, or "shots."
- Getting relief from things like headaches, earaches or allergies.
- Health concerns you may be too afraid or shy to talk to your PCP about.

I don't feel well. Should I call the 24/7 NurseLine?

Call your PCP first. They know more about you and your health. They can tell you if you need to go to the office, or what you can do to feel better. When you can't reach your PCP, a nurse can tell you what to do to feel better, or let you know if you need to go to the emergency room.

Anthem
BlueCross



Health Tips

What should I know before I call the 24/7 NurseLine?

When you call the 24/7 NurseLine, have your member ID card in hand. If you're calling for someone else, have their card out. The nurse will ask you for some information to help you get the advice you need faster.

What's an emergency?

When you or a loved one gets very sick or hurt badly, it's an emergency. It means if you don't see a doctor right away, you could have serious or long-term damage to your body or you could die. It's also an emergency if a pregnant woman gets very sick or hurt so badly it could harm her unborn baby.

EMERGENCY

If you have a life-threatening illness or injury, go to the emergency room or call 911 for help.

If you have:

Trouble breathing
Chest pains
Loss of consciousness
Bad bleeding that won't stop
Very bad burns
Shaking, also called
convulsions or seizures



Is your child SICK?

If you can, take their temperature before you call. The nurse will ask you for it.

My child's temperature is _____ degrees.
I took their temperature
at _____ a.m./p.m.

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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Need to sign up for Medi-Cal?

Need to renew your Medi-Cal coverage?

We are here to help support you.

Call us at **1-800-227-3238 (TTY 711)** or
visit www.chooseanthem.com for help.



Helping Medi-Cal families since 1994.

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❖ California Retention and
Engagement Number: **1-800-
227-3238**

❖ Dedicated customer service
team to assist Anthem members
and anyone seeking information
and assistance with the plan
such as finding providers,
pharmacy inquiries and enrolling
into Anthem.

LiveHealth Online

Medi-Cal Managed Care



VISIT WITH A DOCTOR
ANYTIME, ANYWHERE FROM
THE COMFORT OF HOME!



What is LiveHealth Online?

- LiveHealth Online (LHO) is a website and mobile application that gives patients 24/7 access to on-demand video visits (medical). It has an urgent care focus and provides convenient access anytime, anywhere in California (even at home!) via smartphone, tablet or computer.
- LHO connects patients with board-certified physicians supporting physical and behavioral health.
- Physicians can electronically prescribe to the member's pharmacy. Note: Only noncontrolled substances can be prescribed.
- It is available at no cost for Anthem Blue Cross (Anthem) members enrolled in Medi-Cal Managed Care (Medi-Cal) beginning September 1, 2018.

How to use LHO for a video visit with a doctor



1
Log in or register
in just minutes.



2
Select **LiveHealth
Online Medical** to
review available
doctor profiles.



3
Select the **Connect**
button for the
doctor of choice.



4
Indicate who the
visit is for
(example: child).



5
Share the reason
for the visit.



6
Enter health
history and
medications.



7
Select an
in-network
pharmacy.



8
Enter Medi-Cal ID
into *Health Plan*
section.



9
Consultation with
doctor begins in
minutes.



10
Doctor diagnoses
patient and
e-prescribes.



11
Visit summary is
stored in LHO user
account.



12
Claim is sent to
Anthem.



A great consumer experience



Patient testimonials:
[Meagan](#), [Jennifer](#), [Lisa](#)



94%

Visit satisfaction rating

"I absolutely love this service! I have used others like Teladoc in the past, but this is much more personalized."



96%

Doctor satisfaction rating

"It's amazing to have access to a doctor anytime, anywhere."



73%

Saved two hours or more

"Much quicker than the emergency room or urgent care and felt more personable."

Members can get 24/7 help by calling: **1-888-548-3432 | 1-888-LiveHealth**

For urgent prescription assistance after an online visit, members can call: **1-888-982-7956**.

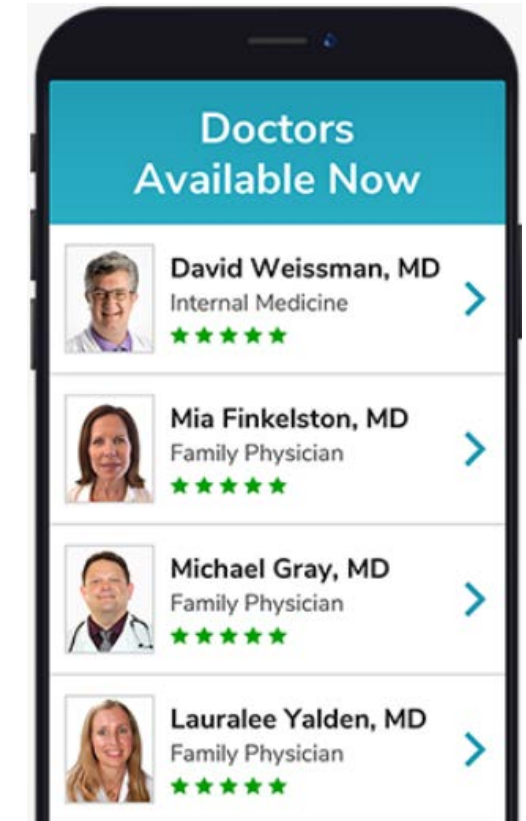
For those who use telecommunications assistance, we accept calls from Telecommunications Relay Service (711).

LHO programs details

	LiveHealth Online Medical	LiveHealth Online Psychiatry	LiveHealth Online Psychology
Provider types	Board-certified doctors	Board-certified doctors	Licensed psychologist (PhD) and therapist (social workers — masters level)
Benefit offered	Medication if clinically necessary	Medication if clinically necessary Post-initial evaluation	
Availability	On demand 24/7/365	Appointment: 8 a.m. to 8 p.m. Across all time zones	Appointment: 7 a.m. to 11 p.m.
Visit length	10 minutes	30 to 45 minutes for initial evaluation 15 minutes for follow-up sessions if needed for medication review	45 minutes
Average wait time	About 10 minutes	14 days or less	4 days or less
Age served	No age limit, doctor determines if the patient can be treated virtually or not.	18 years or older	10 years or older
Value	Convenient access to care at home. Prevents time consuming ER visits for nonemergent conditions.	Significantly increased access to behavioral health providers at home	

Commonly treated conditions (medical)

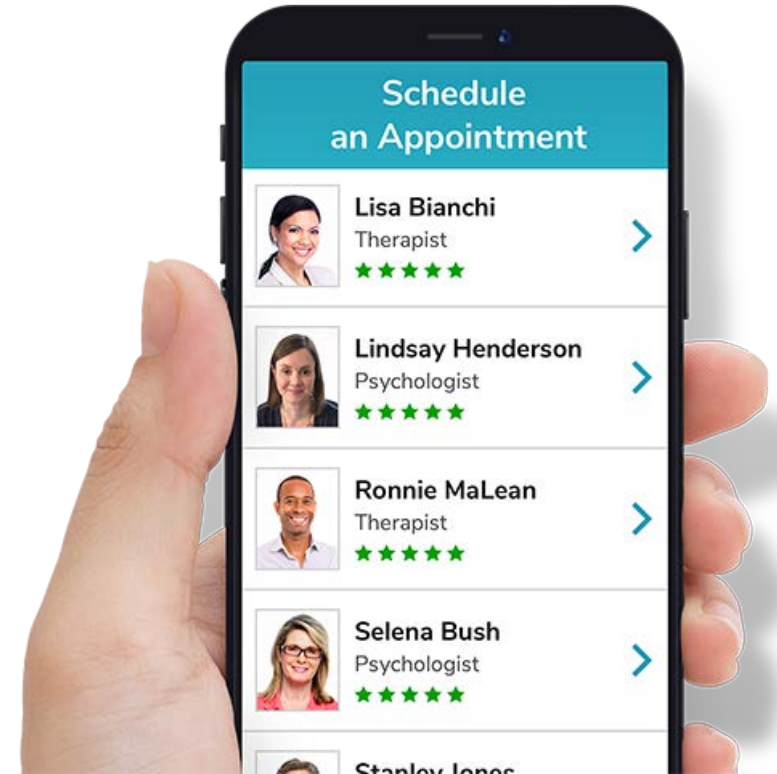
- Abrasions, minor wounds
- Acne
- Asthma
- Allergies/allergic rhinitis
- Back pain
- Cough/cold
- Diabetes/hypoglycemia
- Diarrhea
- Ear pain
- Headache/migraine
- Hypertension
- Incontinence
- Fever, influenza/flu
- Insomnia
- Nausea/vomiting
- Pinkeye and other eye infections
- Rashes/skin disturbances
- Sinus infection
- Sore throat/pharyngitis
- Sprains and strains



Commonly treated conditions (behavioral)

- Stress
- Anxiety
- Depression
- Relationship troubles
- Parenting issues
- Grief
- Panic attacks
- Coping with an illness
- Bipolar disorder
- Obsessive compulsive disorder
- Post-traumatic stress Disorder

LHO offers ongoing treatment with the same behavioral health provider.



Limitations of LHO

LHO does **not** provide:

- Preventive or ongoing medical care.*
- Lab orders.
- Access to specialist care at this time.
- Access to translation services other than Spanish (doctor profiles indicate spoken languages).

* Members should make an appointment with their PCP as first choice for nonemergency care.

Entering Medi-Cal ID

An Anthem member ID must be added to an LHO account to receive no-cost services. Members **must be 18 years of age** to have their own LHO account.

- Parent can add children’s Anthem member ID to the personal account.



Anthem. BlueCross		Medi-Cal Program	
JOHN DOE		NETWORK NAME	
MEMBER ID		NAME	
XDJ000000000		ADDRESS	
		CITY, CA 00000	
		(000)000-0000	
Group No.	181473000T	Member Effective Date	01/01/99
BIN	003858	Plan Code	040
PCN	A4	PCP Effective Date	01/01/9999
RxGRP	WZCA	Primary Language	ENGLISH
Coverage Code	SS56A		

CancelAdd ChildDone

Create ProfileLink Profile

First Name

Last Name

Date of Birth

Gender

Claim Submission Requires ID entry

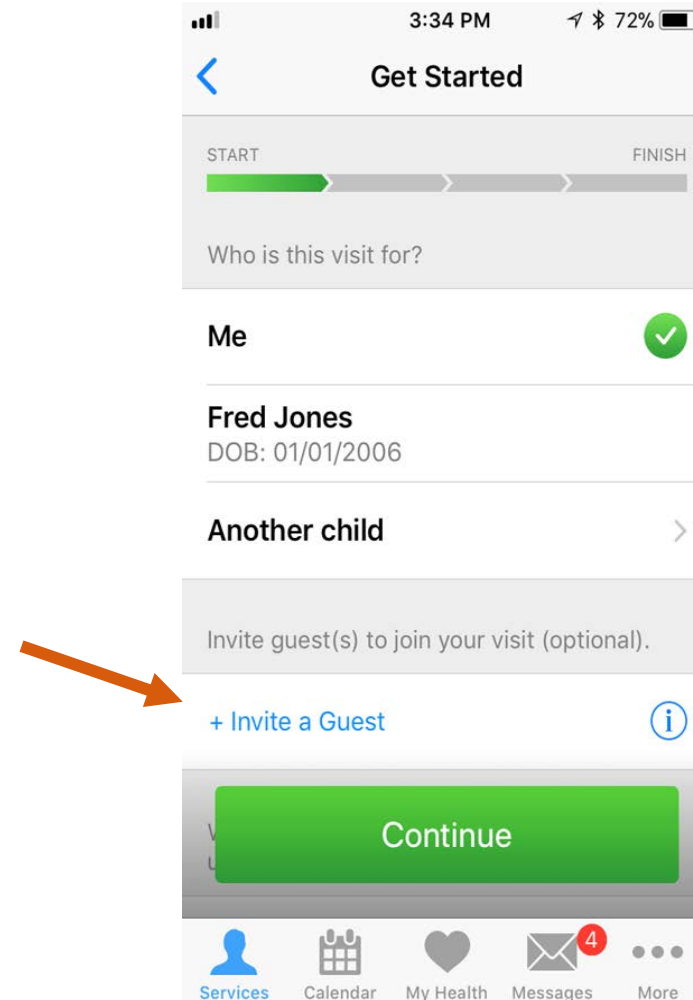
Health Plan

By adding this child's profile, I hereby certify that I am the custodial parent or legal guardian of the minor indicated above and that I have the authority to make medical decisions on his or her behalf.

Functionality: adding a guest to an LHO visit

Members are able to invite guests to join their live video visits.

- Family members
- Other providers



Functionality: after the visit

- Members are able to share the medical record summary with their PCP or anyone with an email/fax.
- There is a survey question about where the member would have gone if they didn't use LHO.

The screenshot shows a mobile app interface with a status bar at the top displaying '7:04 PM' and '24%' battery. The main heading is 'Thank You'. Below it, a grey bar contains the text 'Share this summary by fax and/or email.' An orange arrow points to a blue link '+ Add PCP's Fax Number'. Below this is a green checkmark icon next to a blurred email address, followed by blue links '+ Add PCP's Email' and '+ Add Another Email'. Further down, another green checkmark icon is next to the text 'I give permission to share details of my treatment with the recipient(s) I have specified above, in accordance with the HIPAA releases.' An orange arrow points to a grey bar containing the text 'You must log out before leaving this website. If you didn't use LiveHealth Online today, where would you have gone to get care?'. Below this is a grey bar with the text 'I would have made an office appointment.' and a right-pointing chevron. At the bottom is a large green button labeled 'Done'.



Kiosks

MEDSUITE ENCLOSED

Create a convenient and private space just about anywhere.



MEDSTOP CONSOLE

Can be placed anywhere that does not require added privacy.



MEDSTOP PORTABLE

Compact kiosk sits on a desk or table allowing for portability.

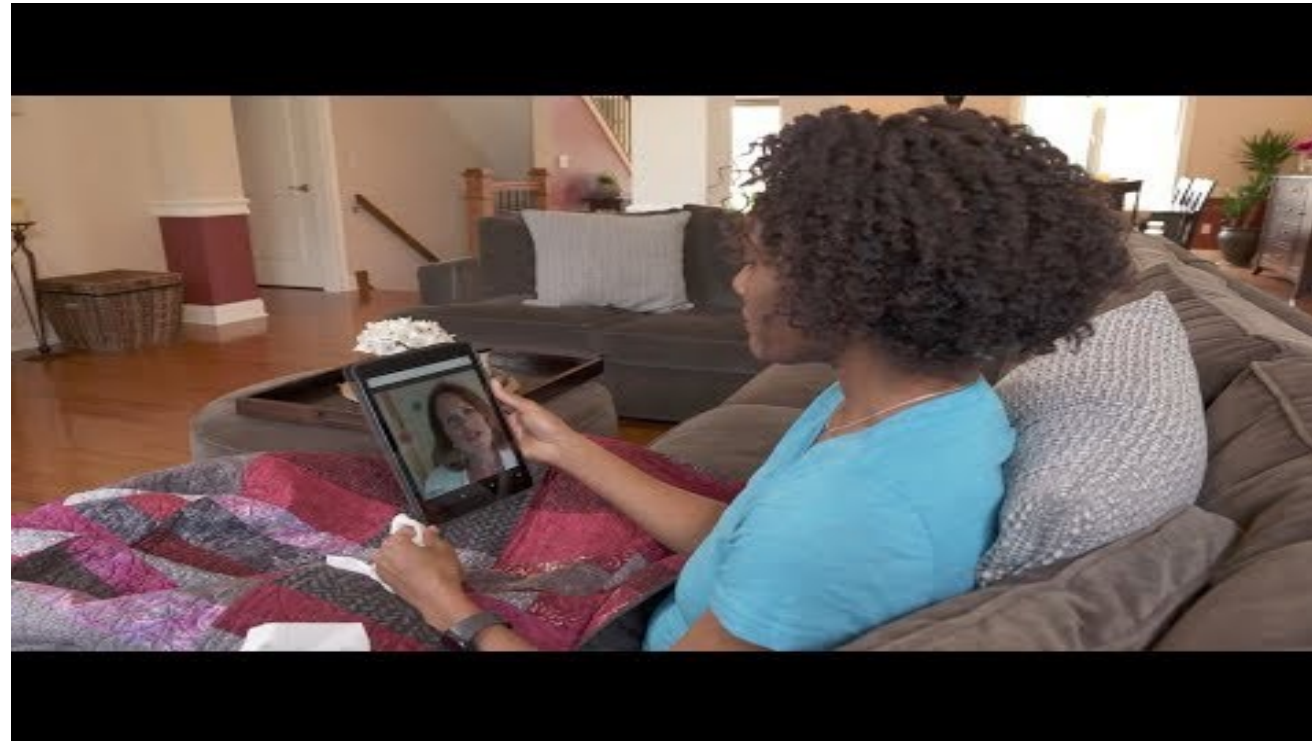


New tablet version
2019

- Kiosks can be used for members who do not have access to a mobile device or computer.
- These kiosks offer diagnostic tools.

Video demonstration

This video demonstrates the LHO user experience and functionality.



Double click on the video to play.

Thank you

Questions?

<https://mediproviders.anthem.com/ca>

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