



Health and wellness programs

Helping you stay your healthiest

Health is not “one size fits all”

You're unique, and so are your personal health goals. That's why we offer a range of tools and programs that can be tailored to you. From convenient online resources to one-on-one coaching with a registered nurse, we have health and wellness programs that can help you get where you want to be – feeling your best.

Care management programs and services

Case Management

If you're coming home after surgery or a hospital stay, or if you have a serious health condition such as cancer, you may need some support. Our nurse care managers can help. A nurse will call you and go over your doctor's instructions about follow-up care and medications, and even give personal lifestyle coaching. Your nurse will answer your questions and help coordinate benefits for things like home therapy or medical supplies, so you can focus on getting better.

Cancer resources

Cancer can strike anyone, at any age, at any time. In response to this need, we've created services to help people at every stage — from screenings to returning to work.

Finding cancer early is vital to staying your healthiest. Each year, we cover more than 13 million cancer screenings, many of which are offered at no extra cost. They include things like mammograms, prostate screenings, colonoscopies, vaccines, and exams.

To learn more, visit cancerresources.anthem.com and check out resources for patients, survivors and caregivers. The website can help you deal with all phases of cancer, from diagnosis to surviving.

We also offer wellness tools to help you stay healthy or choose new health habits. We can help with things like quitting smoking, keeping a healthy weight, fitness tips, mental health and screening reminders.

You also have access to our nurse care managers and 24/7 NurseLine nurses to offer you the best guidance possible.

ConditionCare

Do you or a covered dependent have a chronic health condition? If so, our nurse care managers can help you manage the symptoms of asthma, diabetes, chronic obstructive pulmonary disease (COPD), heart failure, coronary artery disease and vascular disease.

With ConditionCare, you'll get the information you need to feel your very best. Our nurses gather information from you and your doctor and create a plan just for you.

To learn more or to enroll in ConditionCare, call Member Services at the number on your ID card.

ComplexCare

If you have more than one health issue or a condition that requires you to see the doctor often for serious care, the ComplexCare program is for you. It partners you, your family and your doctors with a nurse care manager and other experts to help you reach your health goals and avoid hospital stays.

With ComplexCare, you'll have access to nurse care managers who will:

- Give you personal attention and lifestyle coaching.
- Help you make better decisions about your options.
- Guide you to transition your care if you need to change where you are treated.
- Coordinate care between doctors and other health services.

If you're eligible for the program, a nurse will contact you.

Welvie surgical decision support

Are you or a family member planning for an upcoming surgery? If so, you may have questions about your treatment options. PERS Select, Choice and Care PPO plan members have access to Welvie — an online program to support you in making decisions about treatment, preparing for surgery and recovering.¹

Welvie helps you work with your doctor to explore all of your options — both surgical and nonsurgical. If you decide surgery is right for you, Welvie can help you get ready with tips on how to lower the chance of problems.

To start using Welvie, go to welvie.com, select **Register** and complete the enrollment steps. When you complete the first three steps of the program, you'll receive a \$25 Amazon.com gift card.²

If you need help or have any questions, call **1-888-577-8747** (TTY: 711) from 5 a.m. to 4 p.m. Pacific, Monday through Friday.

Take control of back and neck pain – without surgery

Are you dealing with neck or back problems, but don't want to resort to surgery or injections? CalPERS PPO members have access to an online program offering advanced, personalized back therapy at no cost.³

For 14 years, the **SpineZone Online program** has helped thousands of patients get relief from back and neck pain through exercise, muscle strengthening and posture training. Their care team includes highly trained physical therapists, exercise physiologists, physician assistants and surgeons. They're with you every step of the way – from an assessment of your spine health to a program made just for you that focuses on the prevention, treatment and recovery of spinal conditions.

Depending on the care you need for your condition and where you live, you may qualify for the SpineZone In-Clinic program, which allows you to visit one of their clinics and work with staff members in person.

To get started, take an online assessment at calpers.spinezone.com and you'll have a phone evaluation with a SpineZone care team member. If you have questions, call SpineZone at **1-877-453-1144** from 8:30 a.m. to 5 p.m. Pacific, Monday through Friday.

Future Moms with Digital Maternity Support

CalPERS PPO members have access to Future Moms with Digital Maternity Support, which provides the tools and resources needed for a healthy pregnancy, delivery and baby. Whether you're at home, work or on the go, we'll keep you connected from your computer, smartphone or mobile device. Best of all, the program makes it easy to get started. As soon as you see a doctor for your pregnancy, you'll get an invitation to join Future Moms by email, text or phone call.

Through the program's app, powered by **My Advocate Helps**, you can personalize to-do lists and use the pregnancy calendar, chat options and more. Plus, you'll get timely updates on your pregnancy: your baby's progress, changes to your own body and how you can prepare for labor and delivery. Also, Future Moms will monitor your pregnancy and any health risks. If you're considered high risk, a nurse case manager will work with you by phone to make sure you and baby are receiving the best care.

After your baby arrives, you can have free video visits with a certified lactation consultant, counselor or registered dietitian using Future Moms with Breastfeeding Support on LiveHealth Online. These professionals provide personalized support to help you with breastfeeding techniques and milk production, as well as understanding baby hunger cues, which foods to avoid while nursing, nutrition and more.

CalPERS PPO members can get started by downloading the **My Advocate Helps** app from the App Store® or Google Play™, or visit myadvocatehelps.com. Once you register on the app or online, you'll complete an OB Risk Screener to help us customize the content you'll receive.

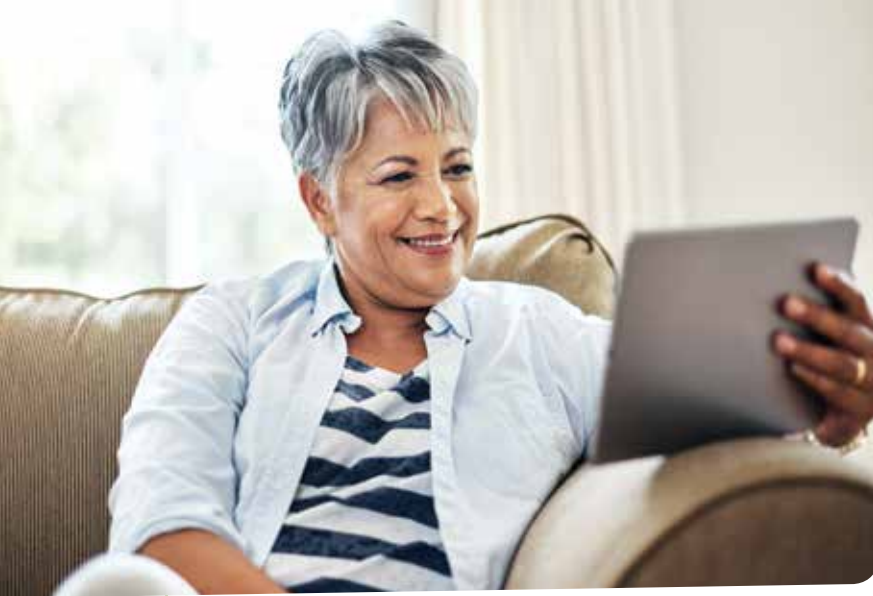
Not a PPO member? You still have access to the traditional Future Moms program. Get started by calling **1-888-613-1130**. Any member can call us with questions or for additional support.

MyHealth Advantage

MyHealth Advantage is a free service that helps you save money and stay healthy. Here's how it works:

- **Tips to save money:** We'll tell you when you can save money on your prescriptions and health care services.
- **Prescription drugs:** If your prescription claims are available and we see that you have prescriptions for two drugs you shouldn't take at the same time, we'll let your doctor know. Also, if it's time for a refill, we'll remind you.
- **Checkups, tests and exams:** If it's time for you to have an exam or test, we'll remind you to call your doctor.

If we find ways you can save on your health care costs, we'll send you a MyHealth Note. This confidential and easy-to-read health snapshot comes directly to your home. It has great information to review and share with your doctors.



LiveHealth Online

Using LiveHealth Online, you can have a private video visit with a doctor or licensed therapist on your smartphone, tablet or computer with a webcam. It's easy, convenient and lets you get the care you need when it fits your schedule. Online medical visits using LiveHealth Online are part of your Anthem health plan, and the cost of the visit depends on your benefits, copay and your percentage of the cost. You'll see what you owe before you start a visit, and any cost is charged to your credit card.

Use LiveHealth Online to get care for pink eye, sinus infections, sore throats, coughs, colds and more! Doctors can assess your condition and send prescriptions to the pharmacy you select, if needed.⁴

Or, if you're stressed, anxious or having a tough time, you can also use LiveHealth Online to talk with a licensed therapist. In most cases, you can make an appointment and see a therapist in four days or less.⁵

Weekend and evening appointments are available — just choose the therapist you would like to see to make your appointment online or call **1-844-784-8409**. You'll see your cost before the visit starts. The cost for a LiveHealth Online Psychology visit may even be the same as what you'd pay for an office therapy visit, depending on your benefits, copay and your percentage of the cost.

To get started with LiveHealth Online, download the app or go to livehealthonline.com and register today.

Know Your Cost

Did you know that different doctors, hospitals and facilities charge different amounts for the same services? Now you can know your cost before you set foot in a provider. By getting an estimate of your costs based on your plan benefits, you can choose a doctor, hospital or facility that fits your budget. Visit anthem.com/ca/CalPERS > Menu > Medical Plans & Benefits > Shop for and compare medical services and prescription options. You'll be prompted to log in or register. Then, you'll be able to:

- Find doctors and see if they're accepting new patients.
- See what doctors, hospitals and facilities charge for common health care services and get an estimate of how much you'll pay.
- Review side-by-side cost comparisons of different doctors.

24/7 NurseLine

Have a question about a health issue? Can you treat a problem at home? Do you need to see your doctor or go to urgent care? Should you head straight to the emergency room (ER)?

Our registered nurses can answer your health questions any time of the day or night. Making the right choice can help you save time and money, and get the best possible care for you and your family.

To reach 24/7 NurseLine, call **1-800-700-9185**.

Urgent care and quick care options

What should you do when you need care fast, but it's not an emergency? If you can't see your doctor right away, you may have other options, such as an urgent care center, retail health clinic or walk-in doctor's office.

Use our Find a Doctor tool at anthem.com/ca/CalPERS to find nearby doctors, clinics or urgent care centers. Or, if you have questions about where to get care, call 24/7 NurseLine at **1-800-700-9185**.

Well-being resources

Health Assessment

Your first step toward a healthier lifestyle is to understand your health, your health risks and what you can do to enjoy a healthier life. You can start by filling out a confidential review of your health and health care status.

Next, you'll get a health assessment score and risk profile based on your answers, along with tips and available programs to help you meet your health goals.

To take the Health Assessment, log in to **anthem.com/ca/CalPERS** > **Menu** > **Health & Wellness** > **MyHealth@Anthem**.

Any PERS Select member who completes the online Health Assessment will be awarded a \$100 Visa gift card. This reward is limited to one per family.

Also, any CalPERS PPO member (Select, Choice or Care) who completes the online Health Assessment will be entered into a monthly drawing for a \$250 Visa gift card (20 total per month). The rewards will be limited to one per family. All gift cards are like cash and can be used at any location that accepts Visa cards.

Health Assistant

The Health Assistant is an online tool that can help you make positive changes in these areas:

- Weight loss
- Nutrition
- Exercise
- Quitting smoking or tobacco use
- Stress management
- Emotional health

Choose activities and weekly targets to help you, step by step, meet your overall goal. The Health Assistant tracks your progress and encourages you along the way. Plus, it provides you with a wealth of helpful information to guide your success week after week.

If needed, you can change your goals and activities with just a click. And the Health Assistant will be there every step of the way with fun, interactive online experiences that cater to your needs and motivate you to keep working toward your health goals.

To access the Health Assistant, log in to **anthem.com/ca/CalPERS** > **Menu** > **Health & Wellness** > **MyHealth@Anthem**.





Health Record

Having your health history in one secure location can help you keep your health records organized, safe, and easy to get to for emergencies and everyday use. You can enter information about your:

- Health conditions.
- Dates of shots (immunizations).
- Tests and screenings.
- Prescription and over-the-counter drugs and more.

Then, it's easy to print and share with your doctors to help avoid possible drug interactions and repeat tests or unnecessary procedures.

To access your Health Record, log in to [anthem.com/ca/CalPERS](https://www.anthem.com/ca/CalPERS) > **Menu** > **Health & Wellness** > **MyHealth@Anthem**.

Healthy Lifestyles

Healthy Lifestyles is a well-being program that helps you meet your health goals. Taking small steps is proven the best way to reach health goals. Even better, whether you want to exercise more, stop smoking or manage your health, Healthy Lifestyles can help you.

You start by doing a Well-Being Assessment. Then you get a customized Well-Being Plan. To help support your plan, Healthy Lifestyles gives you a set of tools, including:

- Nutrition and exercise trackers.
- Smoking cessation program.
- Online coaching.

Plus, you can connect with others online to share your experience and get social support and tips.

To access the Healthy Lifestyles program, log in to [anthem.com/ca/CalPERS](https://www.anthem.com/ca/CalPERS) > **Menu** > **Health & Wellness** > **MyHealth@Anthem**.

Diabetes Prevention Program

This program is for members with prediabetes — a condition when a person has blood glucose (sugar) levels that are higher than normal, but not high enough to be diagnosed as diabetes. Many people with prediabetes will develop diabetes unless they take the right steps.

The Diabetes Prevention Program is conducted in person, online or a combination of both. It lasts for 12 months, with 16 sessions during the first six months and at least one session for the next six months. If you choose the in-person option, a trained lifestyle coach meets with you at a convenient location in your area.

To be eligible for this program, participants must:

- Be at least 18 years old.
- Have a body mass index (BMI) of at least 22 if Asian or at least 24 if not Asian.
- Have a blood test result in the prediabetes range within the last year or be previously diagnosed with gestational diabetes.
- Have no previous diagnosis of diabetes.

If you have questions, call the Diabetes Prevention Program at **1-855-717-8813**. Or visit [solera4me.com](https://www.solera4me.com) to complete the one-minute quiz to find out if you're eligible for the program.

SpecialOffers

Saving money is good. Saving money on things that are good for you — that's even better. With SpecialOffers, you can get discounts on products and services that help promote better health and well-being. For example, you can save on weight-loss programs, vitamins, glasses, contact lenses and more. It's just one of the perks of being an Anthem member. To find the discounts that are available to you, log in to [anthem.com/ca/CalPERS](https://www.anthem.com/ca/CalPERS) > Menu > Health & Wellness > MyHealth@Anthem > Special Offers.

SilverSneakers fitness program

If you're enrolled in the Anthem PPO Supplement to Medicare plan, you can join the SilverSneakers fitness program for those who are 65 and older. You have unlimited access to participating gyms and fitness centers.

The program also offers classes for yoga, dance and more that are led by certified instructors at gyms and other places. To learn more, go to [silversneakers.com/starthere](https://www.silversneakers.com/starthere) and sign up.

Quest Diagnostics Biometric Screening program

CalPERS is offering biometric screenings through Quest Diagnostics to help you better understand your health and well-being. This program is available to CalPERS PPO members who are 18 and older.

You and your eligible family members have two ways to learn more about your health risks:

- Visit one of the Quest Diagnostics' 2,200 Patient Service Centers (PSCs).
- If a PSC isn't close to you, order an at-home test kit that's sent to your home.

This service is part of your preventive care benefit, so there's no out-of-pocket cost to you. The screening includes:

- Blood pressure.
- Height and weight for body mass index (BMI).
- Cholesterol screening.
- Glucose and A1C testing.

After completing your screening, you'll get your personalized results both online and by mail. By focusing on your health risks, you can use the results and the tips provided to help improve your health.

To get started, log in to [anthem.com/ca/CalPERS](https://www.anthem.com/ca/CalPERS) > Menu > Health & Wellness > Biometric Screenings > About Biometric Screenings for Basic PPO members.

You'll be redirected to Quest Diagnostics, where you'll create an account in order to participate in the screening program.⁶





1 Surgical decision support is provided by Welvie, an independent company.

2 One gift card per member, per year.

3 The SpineZone Online program is available at no cost for active CalPERS PPO members who are eligible for the program at the date of their SpineZone assessment.

4 Prescription availability is defined by physician judgment.

5 Appointments subject to availability of a therapist. Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 1-800-784-2433 (National Suicide Prevention Lifeline) or 911 and ask for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

6 Quest Diagnostics requires a registration key. Your registration key is "CalPERS" followed by the current year. For example: 2019, the key is CalPERS2019; in 2020, the key is CalPERS2020.

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