

Summary of Benefits



Medicare Advantage and Part D

Plan year: January 1 – December 31, 2019

California

San Francisco county

Anthem MediBlue Select (HMO)*

Anthem MediBlue Plus (HMO)*

19CAH0544MP6

Thank you for your interest in our Medicare Advantage plans

Anthem Blue Cross offers a variety of benefits designed to help keep you healthy while protecting you from unexpected medical and drug costs. This booklet tells you what we cover, what you may pay and more. If you have questions, please call your agent.

***This plan uses a focused network of providers.**

Anthem MediBlue Select (HMO) and Anthem MediBlue Plus (HMO)

Our service area includes the following counties: San Francisco

Have questions?



- If you **are not** a member of our plan, please call us toll-free **1-888-211-9813** (TTY: **711**), and follow the instructions to be connected to a representative.
- If you **are** a member of our plan, please call us toll-free at **1-888-230-7338** (TTY: **711**). We are open 8 a.m. to 8 p.m., seven days a week (except Thanksgiving and Christmas) from October 1 through March 31, and Monday to Friday (except holidays) from April 1 through September 30.



- You can learn more about us on our website at <https://shop.anthem.com/medicare/ca>.

While the Summary of Benefits does not include every service, limit or exclusion, the *Evidence of Coverage* does. Just give us a call to request a copy.

Anthem MediBlue Select (HMO) and Anthem MediBlue Plus (HMO) are Medicare Advantage and prescription drug plans. They include hospital, medical and prescription drug benefits in one plan. To join these plans, you must:

- Be entitled to Medicare Part A,
- Enrolled in Medicare Part B, and
- Live in our service area.

With these plans, you must use doctors and facilities in our plan. If you use a doctor or facility not in our plan, we may not cover the services.

Medicare coverage that goes beyond Original Medicare

- Like all Medicare Advantage health plans, we cover everything that Original Medicare covers — Part A (hospital services) and Part B (medical services), plus more. For some of these benefits, you may pay more in our plan than you would in Original Medicare. For others, you may pay less (see benefits section for more details).
- This plan covers Medicare Part D drugs and Part B drugs (such as chemotherapy and some drugs administered by your provider). To see if your prescription drugs are covered, follow the instructions in the “Know Your Drug Plan” section of this booklet.

This is a Health Maintenance Organization (HMO) plan. That means:

- You must choose a primary care provider (PCP) in the plan’s network of doctors for covered services.¹ A PCP is your main doctor who provides most of your medical care, including routine care and hospitalizations. Your PCP will also help coordinate your care after a stay in the hospital.
- Before you get care from a specialist, we highly recommend you talk to your PCP first. Doing so will keep your PCP informed and will help ensure you get the right care. Many specialist services require a referral from your PCP. So if you have a favorite specialist, make sure to ask if the specialist is in the plan’s network.

Is your PCP in our plan's network of doctors?



A PCP can join or leave the plan's network at any time, so be sure to ask the PCP if he or she is in the plan's network, taking new patients and accepts Medicare. You can find a PCP in the plan's network or check the PCP status online. Just follow the steps below. If, for any reason, you need to change your PCP, give us a call - we can help you.

¹ If you need emergency or urgent care, call 911 or go to the nearest doctor or facility that can help you. Most times, you must use doctors in our plan to get covered medical care, except for emergencies and urgently needed care when doctors in our plan are not available, or dialysis services when you are out of the service area. If you get routine care from doctors outside our plan, neither Medicare nor Anthem Blue Cross will pay for it.

How to find a doctor/PCP in our plan:



- Go to <https://shop.anthem.com/medicare/ca>
 1. Scroll to the *Useful Tools* section and choose the tab labeled **Find a Doctor**.
 2. Enter your ZIP code, county and the date you want your coverage to begin and select **Continue**.
 3. Fill in the details of your search (city, doctor's name, distance, etc.).
 4. Be sure to check that the doctor displays as "In-Network" for these plans.
- Or you can call us and ask for a copy of the *Provider Directory*. The phone number is on page 2.

Know your drug plan

Prescription drugs are an important part of health and wellness

Our plan gives you access to the drugs you need to get healthy and stay active.

What is a formulary?



The formulary is a list of drugs covered by our plan that tells you:

- Which drugs require prior authorization from your plan before you fill your prescription
- If there is a quantity limit on the frequency, amount or dosage,
- If you need to try other drugs first (called step therapy),
- And the cost-sharing tier a drug is in.

Our plan groups each drug into "tiers." The amount you pay depends on the drug's tier and what stage of the benefit you have reached. Learn more by going to the "Summary of 2019 prescription drug coverage" section in this guide.



How to find if your drugs (or an acceptable alternative) are covered and what they'll cost:

- Visit <https://shop.anthem.com/medicare/ca>
 1. Scroll to the *Useful Tools* section and choose the tab labeled **Find Your Covered Drugs**.
 2. Enter your ZIP code, county and beginning coverage date; then select **Continue**.
 3. Enter the name of your drug, dosage, quantity and refill frequency, and select **Add Drug**.
 4. Select your pharmacy.
 5. Select **View All Plans**.
 6. Make sure to choose **Show drug cost details** to view what tier your drugs are in, specific costs and coverage details.
- You can also call Customer Service at the number on page 2 to get a copy of the *Formulary*.

Can I use any pharmacy to fill my covered prescriptions?

To get the best savings on your covered Part D drugs, you must generally use a pharmacy in our plan. You may get your covered drugs from pharmacies that are **not** in our plan, but only when you are unable to get your prescription drugs from a pharmacy that **is** in our plan.



Save even more money at pharmacies with preferred cost sharing

To help you save even more money on your covered drugs, we work with certain pharmacies (*preferred pharmacies*) to further reduce prices. At preferred pharmacies, your copays and share of the cost may be lower than pharmacies with standard cost sharing. You can use a preferred pharmacy or a pharmacy with standard cost sharing; the choice is yours.

To find a pharmacy in our plan, see our online *Pharmacy Directory* on our website at <https://shop.anthem.com/medicare/ca> (under *Useful Tools*, select **Find a Pharmacy**, and enter your location and search details). Preferred pharmacies are indicated above the pharmacy name. Or you can give us a call and we'll send you a copy.



Don't miss out on some Extra Help*

If you qualify for **Medicare's Extra Help**, you can get help with paying your drug plan's monthly payment (premium), yearly deductible, coinsurance and copays for covered prescription drugs. Plus:

- The coverage gap stage will not apply to you and
- There are no late enrollment penalties.

Optional supplemental dental and/or vision benefits



You can add an Optional Supplemental Benefits (OSB) package to our plan for an additional monthly premium. (Optional Supplemental Benefits may not be available with every Medicare Advantage plan in this enrollment guide. See the "Optional Supplemental Dental and Vision Plans" section of the medical benefits chart for more details, including costs.)

* You can't get Medicare Coverage Gap Discounts on brand-name drugs if you receive Extra Help.



Summary of 2019 medical benefits



On the following pages, you can review more about our plan benefits to help you choose the right plan for you. If you want to compare our plan with other Medicare health plans, call and ask the other plans for a copy of their Summary of Benefits.

Be in the know

Before you continue, here are some important things to know as you review our plan benefits:

- Services listed on the following pages with a ¹ may require prior authorization (pre-approval).

Anthem MediBlue Select (HMO)

Anthem MediBlue Plus (HMO)

How much is my premium (monthly payment)?

\$0.00 per month

\$29.00 per month

You must continue to pay your Medicare Part B premium.

How much is my deductible?

This plan does not have a medical deductible.

This plan does not have a medical deductible.

This plan does not have a Part D deductible.

This plan does not have a Part D deductible.

Is there a limit on how much I will pay for my covered medical services? (does not include Part D drugs)

\$6,700 per year from doctors and facilities in our plan.

\$4,400 per year from doctors and facilities in our plan.

Like all Medicare health plans, our plan protects you by having yearly limits on your out-of-pocket costs for medical and hospital care.

Services you get from doctors or facilities in our plan, goes toward the yearly limit. If you reach the limit on out-of-pocket costs, you will not have to pay any out-of-pocket costs for covered Part A and Part B services (in our plan) for the rest of the year.

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
Inpatient Hospital¹	
Facilities in our plan: Days 1 - 4: \$360.00 per day, per admission / Days 5 - 90: \$0.00 per day, per admission	Facilities in our plan: Days 1 - 5: \$250.00 per day, per admission / Days 6 - 90: \$0.00 per day, per admission

Our plan covers an unlimited number of days for an inpatient hospital stay. Per-day cost sharing applies to each new inpatient admission (Note: transfers to an inpatient rehabilitation hospital is considered a new admission and cost sharing per day applies).

Outpatient Hospital ¹	
Doctors and facilities in our plan: \$350.00 copay	Doctors and facilities in our plan: \$250.00 copay

What you will pay depends on the service and where you are treated. Please refer to the *Evidence of Coverage* for additional information.

Doctor's Office Visits¹	
Primary care physician (PCP) visit:	
PCPs in our plan: \$5.00 copay	PCPs in our plan: \$0.00 copay

Specialist visit:	
Doctors in our plan: \$20.00 copay	Doctors in our plan: \$10.00 copay

Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

Anthem MediBlue Select (HMO)

Anthem MediBlue Plus (HMO)

Preventive Care Screenings and Annual Physical Exams**Preventive care screenings:****Doctors in our plan:** \$0.00 copay**Doctors in our plan:** \$0.00 copay**Annual physical exam:****Doctors in our plan:** \$0.00 copay**Doctors in our plan:** \$0.00 copay**Covered Preventive care screenings:**

- Abdominal aortic aneurysm screening
- Annual “wellness” visit
- Bone mass measurement
- Breast cancer screening (mammogram)
- Cardiovascular disease (behavioral therapy)
- Cardiovascular screening
- Cervical and vaginal cancer screening
- Colorectal cancer screenings (colonoscopy, fecal occult blood test, flexible sigmoidoscopy)
- Depression screening
- Diabetes prevention program
- Diabetes screenings and monitoring
- Hepatitis C Screening
- High Intensity Behavioral Counseling
- HIV screening
- Lung cancer screenings
- Medical nutrition therapy services
- Obesity screenings and counseling
- Prostate cancer screenings (PSA)
- Sexually transmitted infections screenings and counseling
- Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)
- Vaccines, including flu shots, hepatitis B shots, pneumococcal shots
- “Welcome to Medicare” preventive visit (one-time)

Any extra preventive services approved by Medicare during the contract year will be covered. When you use doctors in this plan, 100% of the cost of preventive care screenings and annual physical exams are covered.

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
Emergency Care	
<p>\$90.00 copay</p> <p>This plan covers emergency services when traveling outside of the United States for less than six months. This benefit is limited to \$25,000.00 per year for worldwide emergency services.</p> <p>\$90.00 copay</p>	<p>\$90.00 copay</p> <p>This plan covers emergency services when traveling outside of the United States for less than six months. This benefit is limited to \$25,000.00 per year for worldwide emergency services.</p> <p>\$90.00 copay</p>

Urgently Needed Services	
\$40.00 copay	\$20.00 copay

Diagnostic Radiology Services (such as MRIs, CT scans)¹	
<p>Doctors and facilities in our plan:</p> <p>\$65.00 - \$120.00 copay</p>	<p>Doctors and facilities in our plan:</p> <p>\$60.00 copay</p>

Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

What you pay for these services may vary based on where you are treated.

Diagnostic Tests and Procedures¹	
<p>Doctors and facilities in our plan:</p> <p>\$0.00 - \$120.00 copay</p>	<p>Doctors and facilities in our plan:</p> <p>\$0.00 - \$60.00 copay</p>

Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

What you pay for these services may vary based on where you are treated.

Anthem MediBlue Select (HMO)

Anthem MediBlue Plus (HMO)

Lab Services¹**Doctors and facilities in our plan:**
\$5.00 copay**Doctors and facilities in our plan:**
\$0.00 copay

Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

What you pay for these services may vary based on where you are treated.

Outpatient X-rays¹**Doctors and facilities in our plan:**
\$0.00 - \$50.00 copay**Doctors and facilities in our plan:**
\$0.00 - \$50.00 copay

Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

What you pay for these services may vary based on where you are treated.

Therapeutic Radiology Services (such as radiation treatment for cancer)¹**Doctors and facilities in our plan:**
20% coinsurance**Doctors and facilities in our plan:**
\$60.00 copay

Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

What you pay for these services may vary based on where you are treated.

Hearing Services¹**Medicare-covered hearing services** (Exam to diagnose and treat hearing and balance issues):**Doctors in our plan:** \$20.00 copay**Doctors in our plan:** \$10.00 copay

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
Hearing Services¹ - continued	
Routine hearing services:	
<p>This plan covers 1 routine hearing exam(s) and hearing aid fitting/evaluation(s) every year. \$3,000.00 maximum plan benefit for hearing aids every year.</p> <p>Doctors in our plan: \$0.00 copay for routine hearing exam(s). \$0.00 copay for hearing aids.</p>	<p>This plan covers 1 routine hearing exam(s) and hearing aid fitting/evaluation(s) every year. \$3,000.00 maximum plan benefit for hearing aids every year.</p> <p>Doctors in our plan: \$0.00 copay for routine hearing exam(s). \$0.00 copay for hearing aids.</p>

Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

Dental Services	
Medicare-covered dental services (this does not include services for care, treatment, filling, removal or replacement of teeth):	
Doctors and dentists in our plan: \$20.00 copay	Doctors and dentists in our plan: \$10.00 copay

Preventive dental services:	
<p>This plan covers: 1 oral exam(s), 1 cleaning(s) every year.</p> <p>Dentists in our plan: \$0.00 copay</p>	<p>This plan covers: 1 oral exam(s), 1 cleaning(s) every year.</p> <p>Dentists in our plan: \$0.00 copay</p>

Comprehensive dental services:	
Not Covered	Not Covered

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
Vision Services	
Medicare-covered vision services:	
Exam to diagnose and treat diseases and conditions of the eye	
Doctors in our plan: \$0.00 - \$20.00 copay	Doctors in our plan: \$0.00 - \$10.00 copay
Eyeglasses or contact lenses after cataract surgery	
Doctors in our plan: \$0.00 copay	Doctors in our plan: \$0.00 copay
Routine vision services:	
Routine vision exam	
This plan covers 1 routine eye exam(s) every year. Doctors in our plan: \$0.00 copay	This plan covers 1 routine eye exam(s) every year. Doctors in our plan: \$0.00 copay
Routine eyewear (lenses and frames)	
This plan covers up to \$100.00 for eyeglasses or contact lenses every year. Doctors in our plan: \$0.00 copay	This plan covers up to \$100.00 for eyeglasses or contact lenses every year. Doctors in our plan: \$0.00 copay

Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
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Mental Health Care

Inpatient visit:¹

<p>Doctors and facilities in our plan: Days 1-4: \$330 per day, per admission/ Days 5-90: \$0 per day, per admission</p>	<p>Doctors and facilities in our plan: Days 1-5: \$250 per day, per admission/ Days 6-90: \$0 per day, per admission</p>
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Our plan covers unlimited inpatient days.
Per day cost sharing applies to each new inpatient admission. (Note: transfers to an inpatient rehabilitation hospital is considered a new admission and cost sharing per day applies).

Outpatient individual and group therapy services:¹

<p>Doctors and facilities in our plan: \$40.00 copay</p>	<p>Doctors and facilities in our plan: \$25.00 copay</p>
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Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

Skilled Nursing Facility (SNF)¹

<p>Doctors and facilities in our plan: Preferred Participating SNF: Days 1 - 20: \$0 per day / Days 21 - 100: \$142 per day; All Other Participating SNF: Days 1 - 20: \$0 per day / Days 21 - 100: \$172 per day</p>	<p>Doctors and facilities in our plan: Preferred Participating SNF: Days 1 - 20: \$0 per day / Days 21 - 100: \$142 per day; All Other Participating SNF: Days 1 - 20: \$0 per day / Days 21 - 100: \$172 per day</p>
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Our plan covers up to 100 days in a Skilled Nursing Facility (SNF). Your copays for SNF benefits are based on benefit periods. A benefit period starts on the first day you go into a hospital or SNF and ends when you haven't had any inpatient hospital care or skilled nursing care for 60 days in a row. If you go into a SNF after one benefit period has ended, a new benefit period starts. There's no limit to the number of benefit periods you can have.

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
Physical Therapy¹	
Doctors and facilities in our plan: \$40.00 copay	Doctors and facilities in our plan: \$10.00 copay

Ambulance¹	
Ground/Water Ambulance:	
Emergency transportation services in our plan: \$300.00 copay per trip	Emergency transportation services in our plan: \$250.00 copay per trip
Air Ambulance:	
Emergency transportation services in our plan: 20% coinsurance per trip	Emergency transportation services in our plan: 20% coinsurance per trip

Transportation	
Not Covered	Not Covered

Medicare Part B Drugs¹	
Other Part B Drugs:	
Drugs in our plan: 20% coinsurance	Drugs in our plan: 20% coinsurance
Chemotherapy drugs:	
Drugs in our plan: 20% coinsurance	Drugs in our plan: 20% coinsurance

More benefits and ways we support your health



Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
Acupuncture	
Providers in our plan: \$0.00 copay per visit. This plan offers coverage for unlimited visits every year.	Not Covered

Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

Chiropractic Care¹	
Medicare-covered chiropractic services:	
Providers in our plan: \$20.00 copay	Providers in our plan: \$10.00 copay

Medicare coverage includes manipulation of the spine to correct a subluxation (when one or more of the bones of your spine move out of position).

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
Enhanced Drug Coverage	
<p>Our plan offers additional coverage of some prescription drugs not normally covered in a Medicare prescription drug plan. Covered drugs include:</p> <ul style="list-style-type: none"> • Sildenafil. Limit 4 tablets per month. <p>Please refer to your Tier 1: Preferred Generic copay later in this Summary of Benefits for how much you will pay. Your plan's <i>Formulary</i> includes additional information about all drugs covered under this benefit.</p>	<p>Our plan offers additional coverage of some prescription drugs not normally covered in a Medicare prescription drug plan. Covered drugs include:</p> <ul style="list-style-type: none"> • Sildenafil. Limit 4 tablets per month. <p>Please refer to your Tier 1: Preferred Generic copay later in this Summary of Benefits for how much you will pay. Your plan's <i>Formulary</i> includes additional information about all drugs covered under this benefit.</p>

Foot Care (podiatry services)¹	
Medicare-covered podiatry:	
Doctors in our plan: \$0.00 - \$20.00 copay	Doctors in our plan: \$0.00 - \$10.00 copay

Foot exams and treatment are covered if you have diabetes-related nerve damage and/or meet certain conditions.

Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

You pay nothing for Medicare-covered *routine* podiatry services. For all other Medicare-covered podiatry services, you pay the higher amount shown above.

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
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Foot Care (podiatry services)¹ - continued

Routine foot care:

<p>Doctors in our plan: \$0.00 copay This plan covers: Unlimited supplemental routine foot care visit(s) every year.</p>	<p>Doctors in our plan: \$0.00 copay This plan covers: Unlimited supplemental routine foot care visit(s) every year.</p>
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Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

Home Health Care

<p>Doctors and facilities in our plan: \$0.00 copay</p>	<p>Doctors and facilities in our plan: \$0.00 copay</p>
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Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

LiveHealth Online

<p>Lets you talk to a board-certified doctor, or licensed psychologist or therapist, by live, two-way video on a computer, smartphone or tablet. Please refer to the <i>Evidence of Coverage</i> for additional information.</p>	<p>Lets you talk to a board-certified doctor, or licensed psychologist or therapist, by live, two-way video on a computer, smartphone or tablet. Please refer to the <i>Evidence of Coverage</i> for additional information.</p>
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Anthem MediBlue Select (HMO)

Anthem MediBlue Plus (HMO)

Medical Equipment/Supplies¹**Durable Medical Equipment (wheelchairs, oxygen, etc.):**

Suppliers in our plan: \$0.00 copay for DME items less than \$100, 20% coinsurance for DME items greater than or equal to \$100

Suppliers in our plan: 20% coinsurance

Medical supplies and prosthetic devices (braces, artificial limbs, etc.):

Suppliers in our plan: 20% coinsurance

Suppliers in our plan: 20% coinsurance

Diabetic supplies and services:¹

Suppliers in our plan: \$0.00 copay

Suppliers in our plan: \$0.00 copay

Medicare Community Resource Support

We assist you right over the phone by providing you with health-related information and by connecting you to local community-based services and support programs. We'll help you coordinate these services based on your unique needs.

We assist you right over the phone by providing you with health-related information and by connecting you to local community-based services and support programs. We'll help you coordinate these services based on your unique needs.

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
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Outpatient Rehabilitation¹

Cardiac (heart) rehab services (with a limit of two, one-hour sessions per day and a maximum of 36 sessions within a 36-week period):

Doctors and facilities in our plan: \$20.00 copay	Doctors and facilities in our plan: \$10.00 copay
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Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

Pulmonary (lung) rehab services (with a limit of two, one-hour sessions per day and a maximum of 36 sessions):

Doctors and facilities in our plan: \$20.00 copay	Doctors and facilities in our plan: \$10.00 copay
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Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

Occupational therapy visit:

Doctors and facilities in our plan: \$40.00 copay	Doctors and facilities in our plan: \$10.00 copay
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Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

Outpatient Substance Abuse¹

Individual & Group therapy visit:

Doctors and facilities in our plan: \$40.00 copay	Doctors and facilities in our plan: \$25.00 copay
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Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

Anthem MediBlue Select (HMO)

Anthem MediBlue Plus (HMO)

Outpatient Surgery¹**Ambulatory surgical center:****Doctors and facilities in our plan:**
\$325.00 copay**Doctors and facilities in our plan:**
\$200.00 copay

Note: We highly recommend you talk to your PCP first, before you get care from a specialist.

Over-the-Counter Items

This plan covers certain approved, non-prescription, over-the-counter drugs and health-related items, up to \$35 every quarter. Unused OTC amounts do roll over to the next quarter. Unused OTC amounts do not roll over to the next calendar year.

There are many ways to access your benefit:

- Shop online or use the mobile app and have items sent to your home or to a store location near you for pickup
- Shop at more than 4,600 Walmart and Neighborhood Market stores and other participating retailers
- Call to place an order and have items sent to your home

Not Covered

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
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Personal Emergency Response System (PERS) coverage

Includes the monitoring device and monitoring service. To start and install services, give us a call. We can help you. Please refer to the <i>Evidence of Coverage</i> for additional information.	Not Covered
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Renal Dialysis

Doctors and facilities in our plan: 20% coinsurance	Doctors and facilities in our plan: 20% coinsurance
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SilverSneakers®* Fitness program

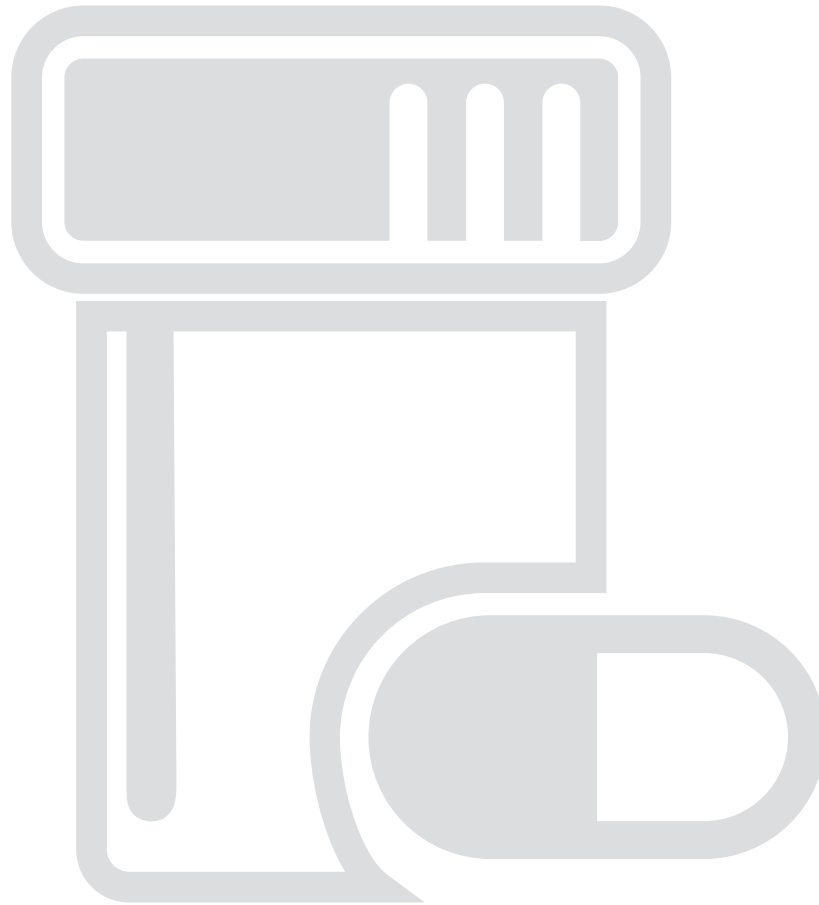
When you become our member, you can sign up for SilverSneakers. It's included in our plan. To learn more details, go to www.silversneakers.com or call SilverSneakers at 1-855-741-4985 (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m. ET.	When you become our member, you can sign up for SilverSneakers. It's included in our plan. To learn more details, go to www.silversneakers.com or call SilverSneakers at 1-855-741-4985 (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m. ET.
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Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
24/7 Nurse HelpLine	
24-hour access to a nurse helpline, 7 days a week, 365 days a year. Please refer to the <i>Evidence of Coverage</i> for additional information.	24-hour access to a nurse helpline, 7 days a week, 365 days a year. Please refer to the <i>Evidence of Coverage</i> for additional information.



Summary of 2019 prescription drug coverage



Ways to save

- You may save even more money if you go to a preferred cost-sharing pharmacy. To find a pharmacy in our plan:
 - Visit <https://shop.anthem.com/medicare/ca> (under *Useful Tools*, select **Find a Pharmacy**, and enter your location and search details). Preferred pharmacies are indicated above the pharmacy name.
 - Give us a call and we'll send you a copy of the *Pharmacy Directory*.



The four stages of drug coverage

What you pay for your covered drugs depends, in part, on which coverage stage you are in.



Stage 1	Stage 2	Stage 3	Stage 4
Deductible	Initial Coverage	Coverage Gap	Catastrophic Coverage
<p>If you have a deductible, you will pay 100% of your drug cost until you meet your deductible. (If you have no deductible, or if a specific drug tier does not apply to the deductible, you will skip to Stage 2.)</p>	<p>You will pay a copay or a percentage of the cost, and your plan pays the rest for your covered drugs.</p>	<p>In this stage, you pay a greater share of the costs. It begins after you and your plan have paid a certain amount on covered drugs during Stages 1 and 2 (this can vary by plan). See Stage 2: Initial Coverage below for the exact amount. After you enter the coverage gap, you pay 25% of the plan's cost for covered brand-name drugs and 37% of the plan's cost for covered generic drugs until your costs total \$5,100. Some plans have extra coverage. See the Coverage Gap section for more details.</p>	<p>In this stage, after your yearly out-of-pocket drug costs (including drugs purchased through mail order and your retail pharmacy) reach \$5,100, you pay the greater of:</p> <ul style="list-style-type: none"> • 5% of the cost, or • \$3.40 copay for generic (including brand-name drugs treated as generic) and an \$8.50 copay for all other drugs.

Which coverage stage am I in?

You will get an *Explanation of Benefits* (EOB) each month you fill a prescription. It will show which coverage stage you're in and how close you are to entering the next one.

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
How much do I pay for Part D drugs?	
Stage 1: Deductible	
This plan does not have a Part D deductible.	This plan does not have a Part D deductible.

Stage 2: Initial Coverage	
After you pay your yearly deductible (if your plan has one), you pay the amount listed in the table on the following pages, until your total yearly drug costs reach \$3,820. Total yearly drug costs are the total drug costs paid by both you and our Part D plan.	After you pay your yearly deductible (if your plan has one), you pay the amount listed in the table on the following pages, until your total yearly drug costs reach \$3,500. Total yearly drug costs are the total drug costs paid by both you and our Part D plan.

You may get your covered drugs at retail pharmacies and mail-order pharmacies in our plan. Generally, you may get your covered drugs from pharmacies not in our plan only when you are unable to get your prescription drugs from a pharmacy that is in our plan. If you live in a long-term care facility, you pay the same as at a standard retail pharmacy.

If you qualify for low-income subsidy (LIS), also known as Medicare's "Extra Help" program, the amount you pay may be different in this Stage.

Stage 2: Initial Coverage**Anthem MediBlue Select (HMO)**

Cost Sharing	Preferred Retail Pharmacy: One-month supply	Mail Order: Three-month supply
Tier 1: Preferred Generic	\$0.00	\$0.00
Tier 2: Generic	\$10.00	\$30.00
Tier 3: Preferred Brand	\$42.00	\$126.00
Tier 4: Nonpreferred Drugs	\$95.00	\$285.00
Tier 5: Specialty Tier	33%	Not available for a long-term supply

Cost sharing shown above applies to prescriptions obtained at Preferred Retail Pharmacies and through Mail Order.

Cost may differ when obtained at Standard Retail Pharmacies.

Stage 2: Initial Coverage

Anthem MediBlue Plus (HMO)

Cost Sharing	Preferred Retail Pharmacy: One-month supply	Mail Order: Three-month supply
Tier 1: Preferred Generic	\$0.00	\$0.00
Tier 2: Generic	\$8.00	\$24.00
Tier 3: Preferred Brand	\$42.00	\$126.00
Tier 4: Nonpreferred Drugs	\$95.00	\$285.00
Tier 5: Specialty Tier	33%	Not available for a long-term supply

Cost sharing shown above applies to prescriptions obtained at Preferred Retail Pharmacies and through Mail Order.

Cost may differ when obtained at Standard Retail Pharmacies.

Stage 3: Coverage Gap

Anthem MediBlue Select (HMO)

For drugs on Tier 1 you pay the same cost-sharing that is listed in Stage 2 above.

For all other drugs, you pay **25%** of the plan's cost for covered brand name drugs and **37%** of the plan's cost for covered generic drugs until your costs total **\$5,100**, which is the end of the coverage gap. Not everyone will enter the coverage gap.

Anthem MediBlue Plus (HMO)

For drugs on Tier 1 you pay the same cost-sharing that is listed in Stage 2 above.

For all other drugs, you pay **25%** of the plan's cost for covered brand name drugs and **37%** of the plan's cost for covered generic drugs until your costs total **\$5,100**, which is the end of the coverage gap. Not everyone will enter the coverage gap.

Stage 4: Catastrophic Coverage

Anthem MediBlue Select (HMO)

After your yearly out-of-pocket drug costs (including drugs purchased through mail order and your retail pharmacy) reach \$5,100, you pay the greater of:

- 5% of the cost, or
- \$3.40 copay for generic (including brand name drugs treated as generic) and an \$8.50 copay for all other drugs.

Anthem MediBlue Plus (HMO)

After your yearly out-of-pocket drug costs (including drugs purchased through mail order and your retail pharmacy) reach \$5,100, you pay the greater of:

- 5% of the cost, or
- \$3.40 copay for generic (including brand name drugs treated as generic) and an \$8.50 copay for all other drugs.



Optional supplemental dental and vision plans



Adding an optional supplemental benefit plan to your Medicare Advantage plan is good for your health in more ways than one:

- No yearly deductibles
- No waiting periods
- Large number of dentists and vision care providers in our plan

Package 1: Preventive Dental Package

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
How much is the monthly payment?	
An extra \$12.00 per month. You must keep paying your Medicare Part B monthly payment.	An extra \$12.00 per month. You must keep paying your Medicare Part B monthly payment and your \$29.00 monthly plan payment.
How much is the deductible?	
This package does not have a deductible.	This package does not have a deductible.
Is there a limit on how much the plan will pay?	
Doctors in our plan: <ul style="list-style-type: none"> The plan will pay up to \$500 for the following preventive dental benefits each year (benefit maximum). 	Doctors in our plan: <ul style="list-style-type: none"> The plan will pay up to \$500 for the following preventive dental benefits each year (benefit maximum).

Talk to your doctor and confirm all coverage, costs and codes before you receive services.

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
Benefits included:	
<p>Doctors in our plan: You pay no copay for:</p> <ul style="list-style-type: none"> • Two exams • Two cleanings • Dental X-rays: include one full-mouth or panoramic X-ray and one set/series of bitewing X-rays each year and up to seven periapical images per calendar year • Two fluoride treatments 	<p>Doctors in our plan: You pay no copay for:</p> <ul style="list-style-type: none"> • Two exams • Two cleanings • Dental X-rays: include one full-mouth or panoramic X-ray and one set/series of bitewing X-rays each year and up to seven periapical images per calendar year • Two fluoride treatments

Since these services are not normally covered under Original Medicare, we offer them as a Supplemental Benefit for an extra monthly payment through this Optional Supplemental Package. Please refer to the *Evidence of Coverage* for more details about this package.

Package 2: Dental and Vision Package

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
How much is the monthly payment?	
An extra \$32.00 per month. You must keep paying your Medicare Part B monthly payment.	An extra \$32.00 per month. You must keep paying your Medicare Part B monthly payment and your \$29.00 monthly plan payment.

How much is the deductible?	
This package does not have a deductible.	This package does not have a deductible.

Is there a limit on how much the plan will pay?	
Doctors in our plan: <ul style="list-style-type: none"> The plan will pay up to \$1000 for the following preventive dental benefits each year (benefit maximum). 	Doctors in our plan: <ul style="list-style-type: none"> The plan will pay up to \$1000 for the following preventive dental benefits each year (benefit maximum).

Talk to your doctor and confirm all coverage, costs and codes before you receive services.

Benefits included:	
DENTAL:	
Doctors in our plan: You pay no copay for: <ul style="list-style-type: none"> Two exams Two cleanings 	Doctors in our plan: You pay no copay for: <ul style="list-style-type: none"> Two exams Two cleanings

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
Benefits included: - continued	
<ul style="list-style-type: none"> • Dental X-rays: include one full-mouth or panoramic X-ray and one set/series of bitewing X-rays each year and up to seven periapical images per calendar year • Two fluoride treatments <p>You pay 20% of the covered charges for certain restorative dental services (fillings).</p> <p>You pay 50% of the covered charges for certain endodontic, periodontic, and oral surgery dental services which include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Root canal treatment • Periodontal scaling and root planing • Simple and surgical extractions <p>Exclusions & Limits for this benefit package:</p> <ul style="list-style-type: none"> • Dentures and crowns are excluded. • Coverage is only available from network providers. 	<ul style="list-style-type: none"> • Dental X-rays: include one full-mouth or panoramic X-ray and one set/series of bitewing X-rays each year and up to seven periapical images per calendar year • Two fluoride treatments <p>You pay 20% of the covered charges for certain restorative dental services (fillings).</p> <p>You pay 50% of the covered charges for certain endodontic, periodontic, and oral surgery dental services which include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Root canal treatment • Periodontal scaling and root planing • Simple and surgical extractions <p>Exclusions & Limits for this benefit package:</p> <ul style="list-style-type: none"> • Dentures and crowns are excluded. • Coverage is only available from network providers.

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
Benefits included: - continued	
VISION:	
<p>This package offers a \$150 reimbursement allowance toward the purchase of eyewear. The benefit applies to corrective (prescription) glasses, lenses, frames and/or contact lenses.</p> <p>Talk to your provider and confirm all coverage, costs and codes prior to services being rendered.</p> <p>Exclusions & Limits for this benefit package:</p> <ul style="list-style-type: none"> • Safety eyewear, non-prescription sunglasses, glass lenses, non-prescription lenses or contacts, or lens treatments are not covered. • Coverage is only available from network providers. 	<p>This package offers a \$150 reimbursement allowance toward the purchase of eyewear. The benefit applies to corrective (prescription) glasses, lenses, frames and/or contact lenses.</p> <p>Talk to your provider and confirm all coverage, costs and codes prior to services being rendered.</p> <p>Exclusions & Limits for this benefit package:</p> <ul style="list-style-type: none"> • Safety eyewear, non-prescription sunglasses, glass lenses, non-prescription lenses or contacts, or lens treatments are not covered. • Coverage is only available from network providers.

Since these services are not normally covered under Original Medicare, we offer them as a Supplemental Benefit for an extra monthly payment through this Optional Supplemental Package. Please refer to the *Evidence of Coverage* for more details about this package.

Package 3: Enhanced Dental and Vision Package

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
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How much is the monthly payment?

An extra \$47.00 per month. You must keep paying your Medicare Part B monthly payment.	An extra \$47.00 per month. You must keep paying your Medicare Part B monthly payment and your \$29.00 monthly plan payment.
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How much is the deductible?

This package does not have a deductible.	This package does not have a deductible.
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Is there a limit on how much the plan will pay?

<p>Doctors in our plan:</p> <ul style="list-style-type: none"> The plan will pay up to \$2000 for the following preventive dental benefits each year (benefit maximum). 	<p>Doctors in our plan:</p> <ul style="list-style-type: none"> The plan will pay up to \$2000 for the following preventive dental benefits each year (benefit maximum).
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Talk to your doctor and confirm all coverage, costs and codes before you receive services.

Benefits included:

DENTAL:	
<p>Doctors in our plan:</p> <p>You pay no copay for:</p> <ul style="list-style-type: none"> Two exams Two cleanings 	<p>Doctors in our plan:</p> <p>You pay no copay for:</p> <ul style="list-style-type: none"> Two exams Two cleanings

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
Benefits included: - continued	
<ul style="list-style-type: none"> • Dental X-rays: include one full-mouth or panoramic X-ray and one set/series of bitewing X-rays each year and up to seven periapical images per calendar year • Two fluoride treatments <p>You pay 20% of the covered charges for certain restorative dental services (fillings).</p> <p>You pay 50% of the covered charges for certain endodontic, periodontic, and oral surgery dental services which include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Root canal treatment • Periodontal scaling and root planing • Simple and surgical extractions • Crowns (once per tooth every five years) • Complete denture, immediate denture, or partial denture (one set of dentures every five years) • Denture adjustment, repair, replacement, rebasing and relining • Local anesthesia (a drug to numb a part of the body) or regional block anesthesia 	<ul style="list-style-type: none"> • Dental X-rays: include one full-mouth or panoramic X-ray and one set/series of bitewing X-rays each year and up to seven periapical images per calendar year • Two fluoride treatments <p>You pay 20% of the covered charges for certain restorative dental services (fillings).</p> <p>You pay 50% of the covered charges for certain endodontic, periodontic, and oral surgery dental services which include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Root canal treatment • Periodontal scaling and root planing • Simple and surgical extractions • Crowns (once per tooth every five years) • Complete denture, immediate denture, or partial denture (one set of dentures every five years) • Denture adjustment, repair, replacement, rebasing and relining • Local anesthesia (a drug to numb a part of the body) or regional block anesthesia

Anthem MediBlue Select (HMO)	Anthem MediBlue Plus (HMO)
Benefits included: - continued	
VISION:	
<p>This package offers a \$200 reimbursement allowance toward the purchase of eyewear. The benefit applies to corrective (prescription) glasses, lenses, frames and/or contact lenses.</p> <p>Talk to your provider and confirm all coverage, costs and codes prior to services being rendered.</p> <p>Exclusions & Limits for this benefit package:</p> <ul style="list-style-type: none"> • Safety eyewear, non-prescription sunglasses, glass lenses, non-prescription lenses or contacts, or lens treatments are not covered. • Coverage is only available from network providers. 	<p>This package offers a \$200 reimbursement allowance toward the purchase of eyewear. The benefit applies to corrective (prescription) glasses, lenses, frames and/or contact lenses.</p> <p>Talk to your provider and confirm all coverage, costs and codes prior to services being rendered.</p> <p>Exclusions & Limits for this benefit package:</p> <ul style="list-style-type: none"> • Safety eyewear, non-prescription sunglasses, glass lenses, non-prescription lenses or contacts, or lens treatments are not covered. • Coverage is only available from network providers.

Since these services are not normally covered under Original Medicare, we offer them as a Supplemental Benefit for an extra monthly payment through this Optional Supplemental Package. Please refer to the *Evidence of Coverage* for more details about this package.

Ways we support your health

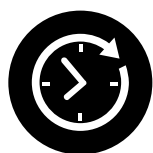
Get fit and be healthy with SilverSneakers®

We offer the SilverSneakers^{1,2} fitness program as a plan benefit at no cost to you. SilverSneakers includes:



- All basic amenities at participating locations nationwide.
- Group exercise classes at some sites.
- Fun social activities.
- Access to a secure, members-only online community.

How to get started: When you become our member, you have SilverSneakers. Go to www.silversneakers.com to find over 14,000 nationwide fitness locations and SilverSneakers FLEX classes, and get your unique SilverSneakers ID number. Just show your ID number at the fitness location front desk or to the SilverSneakers FLEX instructor to start working out! You can use more than one location at a time. If you already have a gym membership, SilverSneakers does not replace it or your gym privileges. For more details, visit www.silversneakers.com or call SilverSneakers Customer Service at **1-855-741-4985** (TTY: **711**), Monday through Friday, 8 a.m. to 8 p.m. Eastern Time.



24/7 Nurse HelpLine

You can talk with a registered nurse (RN) for non-emergencies any time of the day or night year-round. HelpLine RNs:

- Answer basic health questions.
- Help assess your symptoms and determine the appropriate level of care.

¹ Benefit coverage may vary by plan, see SilverSneakers in the benefits tables for details.

² The SilverSneakers fitness program is provided by Tivity Health, an independent company. Tivity Health, SilverSneakers and SilverSneakers FLEX are registered trademarks or trademarks of Tivity Health, Inc. and/or its subsidiaries and/or affiliates in the USA and/or other countries. © 2017 Tivity Health, Inc. All rights reserved.



LiveHealth Online[†]

Using LiveHealth Online, you can visit with a board-certified doctor or licensed psychologist or therapist from the comfort and privacy of your home using your smartphone, tablet or computer for a \$0 copay. Doctors are available 24 hours a day, 7 days a week to assess common health conditions like the flu, a cold, sinus infection, pink eye, sore throat and more. When you're having a tough time coping or feeling stressed, you can make an appointment and visit with a therapist in four days or less. Getting started is easy. You can sign up at livehealthonline.com or by downloading our free mobile app.



Need dental and/or vision care?

Add an Optional Supplemental Benefits (OSB) package to your plan. These expanded benefits, which aren't covered under Medicare Advantage plans or Original Medicare,* are good for your health in more ways than one:



- No yearly deductibles
- No waiting periods; use them immediately after your start date
- Offer large networks of dentists and vision care providers

How to add OSBs to your plan: Up to 90 days after your effective date, you can add the package of your choice to most Medicare Advantage plans for an additional monthly premium. Your options are listed on the Enrollment form included in this guide. To learn more, see the "Optional Supplemental Dental and Vision Plans" section of the medical benefits chart or talk to your agent.

Medicare Community Resource Support

We assist you right over the phone by providing you with health-related information and by connecting you to local community-based services and support programs. We'll help you coordinate these services based on your unique needs.

[†] LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of our plan.

* Benefit coverage may vary by plan, see the Optional Supplemental Benefits in the benefits tables for details.

An overview of how Medicare works

If you're new to Medicare, this information can help you decide what option is right for you.

ORIGINAL MEDICARE (PARTS A and B) is offered by the federal government. It helps cover the costs for:

A
+
B



- Inpatient care in hospitals and skilled nursing facilities (not custodial or long-term care).
- Hospice and some home health care services.
- Doctors' services, hospital outpatient care and some home health care services, as well as lab tests, medical equipment and supplies.
- Most preventive services, including a yearly wellness exam.

But Original Medicare doesn't cover everything. Parts A and B don't cover:

- Part D Prescription drugs.
- Routine vision, dental or hearing care.

How Medicare works - continued

Option 1

Choose all your coverage in one plan

C
D+



MEDICARE PART C (offered by private insurers) can also be called a “Medicare Advantage” plan and:

- Includes all of Part A (hospital) and Part B (medical) coverage.
- Usually includes Part D prescription drug coverage.
- Often offers extra services and benefit options.
- Have yearly limits on your out-of-pocket costs for medical services

- OR -

Option 2

Choose one or both of the following

D



MEDICARE PART D (offered by private insurers) is stand-alone prescription drug coverage and:

- Helps pay for many of your prescribed drugs.
- Gives you access to mail-order options and retail drug stores across the country.

Medicare
Supplement



MEDICARE SUPPLEMENT (offered by private insurers) bridges the gap in costs that are not fully covered by Original Medicare, such as:

- Medicare Part A or Part B deductibles, coinsurance or copayments.
- Medicare Part B excess charges.
- Skilled Nursing Facility care coinsurance.
- Foreign Travel Emergencies.

Medicare ID cards

The Medicare plan option you choose will determine the plan ID card or cards you will need to carry with you at all times.

- **If you choose one of our Medicare Advantage and Prescription Drug (MAPD) plans:**

You should put away your red, white and blue Medicare ID card because all you'll need to carry is one card. Just present your MAPD plan ID card for all your covered medical and drug benefits.



How can I learn more about Medicare?



Medicare & You – a helpful tool

We strongly recommend you obtain a copy of the official U.S. government's *Medicare & You* handbook to get the answers to all of your questions about Medicare. If you do not have a copy, you can view it online at www.medicare.gov or call Medicare for a copy at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users can call **1-877-486-2048**.



To find out if you qualify for Extra Help, call:

- **1-800-MEDICARE** (TTY **1-877-486-2048**), 24 hours a day/7 days a week.
- The Social Security Administration at **1-800-772-1213** (TTY: **1-800-325-0778**) between 7 a.m. and 7 p.m., Monday through Friday,
- Your state Medicaid office, or
- Our Customer Service number located on page 2.

When you can enroll



Initial coverage period



You can sign up for a Medicare Advantage or Part D plan when you are first eligible for Medicare. Your initial enrollment phase is a 7-month period that includes the 3 months before you turn 65, the month you turn 65 and the 3 months after you turn 65.



Annual election period - October 15 to December 7

This is the time frame each year that you can enroll in or change your Medicare Advantage or Part D plan. You may also switch to Original Medicare (Parts A and B). New coverage begins January 1 of each year, after you've enrolled.



Open enrollment period - January 1 to March 31

If you're enrolled in a MA-PD plan, you may switch to another MA-PD plan; an MA-only plan; or Original Medicare with or without a PDP.



Special enrollment period

You can sign up for a Medicare Advantage or Part D plan outside of the time frame above if certain events occur in your life or if you're eligible for low-income subsidy (also called "Extra Help").



Avoid late-enrollment penalties

It's important to enroll in a Medicare plan when you're first eligible. If you don't, you may have to pay the following penalties:

- **Medicare Part A:** Your monthly premium, if you have one, may increase by 10% per year for twice the number of years you could have had Part A but didn't sign up.
- **Medicare Part B:** Your monthly premium may increase 10% for each 12-month period that you could have had Part B but didn't sign up. You'll have to pay this penalty for as long as you have Part B.
- **Medicare Part D:** If you don't sign up when you're first eligible, you may have to pay this penalty for as long as you are enrolled in Part D, and it may increase every year. (You may not have to pay if you receive Extra Help or can provide proof of other creditable coverage.)

ATENCIÓN: Si habla español, los servicios de asistencia lingüística están disponibles sin costo alguno para usted. Llame al **1-888-230-7338** (TTY: **711**).

1-888-230-7338 (TTY : **711**).

This information is not a complete description of benefits. Call **1-888-230-7338** (TTY: **711**) for more information.

Anthem Blue Cross is an HMO plan with a Medicare contract. Enrollment in Anthem Blue Cross depends on contract renewal.

Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensee of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

It's important we treat you fairly

That's why we follow Federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call Customer Service for help (TTY: 711).

If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, 4361 Irwin Simpson Rd, Mailstop: OH0205-A537; Mason, Ohio 45040-9498. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TTY: 1- 800-537-7697) or online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Get help in your language

Separate from our language assistance program, we make documents available in alternate formats for members with visual impairments. If you need a copy of this document in an alternate format, please call the Customer Service number on the back of your ID card.

English: You have the right to get this information and help in your language for free. Call Customer Service for help.

Spanish: Tiene el derecho de obtener esta información y ayuda en su idioma de forma gratuita. Llame al número de Servicios para Miembros para obtener ayuda.

Arabic:

يحق لك الحصول على هذه المعلومات والمساعدة بلغتك مجاناً. اتصل بخدمة العملاء للمساعدة.

Armenian: Դուք իրավունք ունեք Ձեր լեզվով ստանալու այս տեղեկատվությունը և ցանկացած օգնություն՝ անվճար:
Օգնություն ստանալու համար զանգահարեք հաճախորդների սպասարկման կենտրոն:

Chinese: 您有權使用您的語言免費獲得該資訊和協助。請致電客戶服務部尋求協助。

Farsi:

شما این حق را دارید که این اطلاعات و کمکها را به صورت رایگان به زبان خودتان دریافت کنید.
برای دریافت کمک با مرکز خدمات مشتریان تماس بگیرید.

French: Vous avez le droit d'accéder gratuitement à ces informations et à une aide dans votre langue. Pour obtenir de l'aide, veuillez appeler le service client.

Haitian: Ou gen dwa resevwa enfòmasyon sa a ak asistans nan lang ou pale a pou gratis. Rele nimewo Sèvis Kliyan an pou jwenn èd.

Italian: Ha il diritto di ricevere queste informazioni ed eventuale assistenza nella sua lingua senza alcun costo aggiuntivo. Per assistenza, chiami il Servizio clienti.

Japanese: この情報と支援を希望する言語で無料で受けることができます。サポートが必要な場合はカスタマー サービスにお電話ください。

Korean: 귀하께서는 본 정보와 도움을 비용없이 귀하의 언어로 받으실 권리가 있습니다. 도움을 받으시려면 고객 서비스부로 연락해 주십시오.

Polish: Masz prawo do bezpłatnego otrzymania niniejszych informacji oraz uzyskania pomocy w swoim języku. Zadzwoń pod numer Działu Obsługi Klienta w celu uzyskania pomocy.

Portuguese: Você tem o direito de receber gratuitamente estas informações e ajuda no seu idioma. Ligue para o Atendimento ao Cliente para obter ajuda.

Russian: Вы имеете право получить данную информацию и помощь на вашем языке бесплатно. Для получения помощи звоните в отдел обслуживания клиентов.

Tagalog: May karapatan kang makuha ang impormasyon at tulong na ito sa sarili mong wika ng walang kabayaran. Tumawag sa Serbisyo para sa mga Kustomer para matulungan ka.

Vietnamese: Bạn có quyền được biết về thông tin này và được hỗ trợ bằng ngôn ngữ của bạn miễn phí. Hãy liên hệ với Dịch vụ khách hàng để được hỗ trợ.

Anthem Blue Cross - H0544

2018 Medicare Star Ratings*

The Medicare Program rates all health and prescription drug plans each year, based on a plan's quality and performance. Medicare Star Ratings help you know how good a job our plan is doing. You can use these Star Ratings to compare our plan's performance to other plans. The two main types of Star Ratings are:

1. An Overall Star Rating that combines all of our plan's scores.
2. Summary Star Rating that focuses on our medical or our prescription drug services.

Some of the areas Medicare reviews for these ratings include:

- How our members rate our plan's services and care;
- How well our doctors detect illnesses and keep members healthy;
- How well our plan helps our members use recommended and safe prescription medications.

For 2018, Anthem Blue Cross received the following Overall Star Rating from Medicare.

★★★★☆
4.5 Stars

We received the following Summary Star Rating for Anthem Blue Cross's health/drug plan services:

★★★★☆
4.5 Stars

Health Plan Services:

★★★★★
5 Stars

Drug Plan Services:

The number of stars shows how well our plan performs.

- ★★★★★ 5 stars - excellent
- ★★★★ 4 stars - above average
- ★★★ 3 stars - average
- ★★ 2 stars - below average
- ★ 1 star - poor

Learn more about our plan and how we are different from other plans at www.medicare.gov.

We do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability in our health programs and activities.

You may also contact us 7 days a week from 8:00 a.m. to 8:00 p.m. Pacific time at 1-844-316-0357 (toll-free) or 711 (TTY), from October 1 to February 14. Our hours of operation from February 15 to September 30 are Monday through Friday from 8:00 a.m. to 8:00 p.m. Pacific time.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-844-316-0357 (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-316-0357 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-316-0357 (TTY : 711)。

Current members please call 1-888-230-7338 (toll-free) or 711 (TTY).

*Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next.

Anthem Blue Cross is an HMO plan with a Medicare contract. Enrollment in Anthem Blue Cross depends on contract renewal.

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at 1-888-230-7338 TTY: 711, 8 a.m. to 8 p.m., seven days a week (except Thanksgiving and Christmas) from October 1 through March 31, and Monday to Friday (except holidays) from April 1 through September 30.

Understanding the Benefits

- Review the full list of benefits found in the Evidence of Coverage (EOC), especially for those services that you routinely see a doctor. Visit <https://shop.anthem.com/medicare/ca> or call 1-888-230-7338 to view a copy of the EOC.
- Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.
- Review the pharmacy directory to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.

Understanding Important Rules

- In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- Benefits, premiums and/or copayments/co-insurance may change on January 1, 2020.
- Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).

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