



Continuing your care under your new health plan

Helping you transition to Anthem



As you prepare for the change to Anthem, you may be wondering how it might impact the care you currently receive.

When you enroll in an Anthem health plan, we will work with you and your doctors to understand special health needs or medical conditions that you or your family members have.



Do you have questions?

An Anthem Health Guide is available to answer your questions. Please call **844-719-1794**, Monday through Friday, 8 a.m. to 8 p.m. ET.

Our **Transition of Care** program is designed to help make this change easier. In certain circumstances, you may be able to continue seeing your current doctor even if they are not in your new Anthem plan's network. Conditions that may qualify for Transition of Care include but are not limited to:

- An active course of treatment for an acute medical/serious chronic or behavioral health condition.
- Terminal illnesses.
- Pregnancy, no matter which trimester.
- Other conditions evaluated by Anthem clinical staff.

When you join Anthem, you'll have access to our extensive network of doctors, hospitals, and other healthcare professionals. If your current care provider isn't in your Anthem health plan's network, we will work with you to make sure you receive the care you need.

With this comes the personalized support of an Anthem Health Guide and convenient digital tools that make it easier to use your plan.



The following scenarios will help you better understand how Transition of Care works:

What happens if I am in an active course of treatment or pregnant and my care provider is not in my Anthem plan's network?

- Members seeking approval for care from an out-of-network provider at in-network level of benefits can apply for Continuation of Care.
- Completion of covered services may be provided for a period of time necessary to complete a course of treatment and to arrange for a safe transfer to another provider.

What happens if I have been working with a case manager at my current health plan carrier?

- Anthem will include this information in your new health record.
- Anthem's personal health consultants will contact you in January to enroll you in the appropriate Anthem program.

You can request Continuation of Care by:

- Completing the continuation of care form provided by your employer
- Contacting the customer service phone number on the back of your ID card
- Mailing the form to the following address:

Anthem BCBS National Accounts
6087 Technology Parkway
Midland, Georgia, 31820

or

FAX to 1-877-663-2740

What happens if I am scheduled for a procedure on or after January 1, 2024, that was approved by my current health plan carrier?

- Inform your current provider of your change in coverage. Providers also have a responsibility to obtain prior authorization and can assist you with the process and often perform the prior authorization with the health plan on your behalf.
- You may also call the health plan and inform of your upcoming procedure and an Anthem Health Guide can assist you.

