



*A voluntary program to help you and your eligible dependents better manage chronic health conditions*

## Frequently Asked Questions

### 1. What is Anthem Better Prepared?

*Anthem Better Prepared* is a confidential, voluntary program that provides services and support to positively impact the health and well-being of participants and their eligible dependents. The overall goals of the program are to:

- Promote and improve the overall health status and quality of life of participants
- Delay disease progression and avoid and/or delay complications associated with certain medical conditions

### 2. What are the conditions addressed by Anthem Better Prepared?

*Anthem Better Prepared* is designed to help individuals who have at least one of the following conditions:

- Asthma (Pediatric and Adult)
- Chronic Obstructive Pulmonary Disorder (COPD)
- Congestive Heart Failure (CHF)
- Coronary Artery Disease (CAD)
- Diabetes (Pediatric and Adult)
- Metabolic Syndrome
  - High Blood Pressure
  - High Cholesterol
  - Obesity

### 3. How do I enroll?

You can enroll in *Anthem Better Prepared* by calling the program access number at 1-800-445-7922. When you call, please be sure to have your insurance ID card and physician's name and address available. You may also be contacted by an Anthem Better Prepared enrollment specialist to find out if you or any of your eligible family members would like to participate in this voluntary program.

### 4. How do I know if I am eligible?

When you call the toll-free number, the enrollment specialist will verify your eligibility.

### 5. Are my spouse and/or dependents eligible?

If your spouse and/or dependents are covered through your health care plan and have one of the conditions managed through the program, they are eligible. The enrollment specialist will verify eligibility when you call.

### 6. Is the program confidential?

Yes, the program is absolutely confidential. With your permission, your health care information will be shared with the *Anthem Better Prepared* staff and your physician. Your permission is required for us to share your individual information with any other parties.

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**1-800-445-7922**



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## 7. How much does it cost me to participate in the program?

You do not have to pay any additional fees to participate in *Anthem Better Prepared*.

## 8. How long will I be enrolled in the program?

You may remain in the program as long as you continue your health insurance coverage and as long as the program is available. You will not have to re-enroll each year to receive the program benefits and services. You may discontinue the program at any time.

## 9. What services will I receive if I register?

When you register in the program, you will speak with a health care professional who will complete the enrollment process by collecting your correct name, address, phone number, doctor name and address (if applicable), and your diagnosis. You will then be asked to answer some specific questions related to your health and your condition. This information will be used to establish a care plan especially designed to help you reach goals for improving your health. In addition, the program includes:

- Written materials about your condition(s), which are mailed directly to your home
- Newsletters about your condition(s), which include information about caring for your health and how to get the best care possible, are also mailed directly to your home
- A toll-free number you can call 24 hours a day, 7 days a week, to speak with a registered nurse about your condition
- You may also receive periodic phone calls from a nurse to help you better manage your health and to collect clinical information for updating your care plan

## 10. How was I identified for this program?

*Anthem Better Prepared* is a voluntary program that is focused on helping member's take control of their medical conditions. The program receives names of members with certain chronic health conditions from medical and pharmacy claims, case managers and from members themselves who ask to join the program. Please rest assured that this information is considered highly confidential, and we take every precaution to protect your privacy. You have the right to continue to participate or to choose not to participate in the *Anthem Better Prepared* program.

## 11. How is my physician involved?

The program's registered nurses do not replace your physician, but will work with him/her to provide you with the best health care possible. Your physician will be notified of your participation in the program and may be asked to complete a questionnaire to ensure we have his/her plan of care for you.

## 12. I received information about the program but I am not interested in participating. What do I do?

This program is provided to you at no additional cost or obligation. If your condition is under control or you are not interested in participating in the program, feel free to contact *Anthem Better Prepared* by calling 1-800-445-7922. Simply notify the enrollment specialists that you are not interested in participating in the program.