

THE LOCAL CHOICE E-NEWS

Department of Human Resource Management State and Local Health Benefits Programs

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Appropriate Questions Asked in Anthem ConditionCare Outreach Calls

Some employees have questioned the legitimacy of *ConditionCare* disease management program calls made by Anthem representatives as part of routine Key Advantage plan outreach to The Local Choice covered employees. It is definitely appropriate for members to confirm their address and/or date of birth on Anthem's *ConditionCare* calls. This is very important, because Anthem never wants to share medical information with anyone other than the actual person who has been identified with a condition. An exception is that a parent may be asked to provide this information on behalf of a minor. **A Social Security Number should not be requested or revealed in the call, and this is understood by the Anthem outreach specialists.** For your information, here is an excerpt from the *ConditionCare* outreach script:

"Hello, my name is _____. I'm a Health Outreach Specialist calling with Anthem regarding your health benefits through The Local Choice. . . . Prior to sharing details, I'd like to take a second and verify that I am speaking with the correct person. Would you mind verifying either your mailing address or your date of birth please for me?"

If you have any questions regarding *ConditionCare* outreach calls, please contact Walt Norman at walt.norman@dhrm.virginia.gov or (804) 786-6460.