



Effective July 1, 2024 or October 1, 2024

## The Local Choice 2024 Comparison of Statewide Plans

	Key Adva	ntage Exp	anded	Key Adva	ntage 250	
Plan Year Deductible (Key Advantage: Applies to Certain Medical Services as Indicated on Chart)	In-Network: One Person \$100	Two People See Family	Family \$200	In-Network: One Person \$250	Two People See Family	Family \$500
(HDHP: Applies to Medical, Behavioral Health, and Prescription Drug Services)	Out-of-Network: \$200	See Family	\$400	Out-of-Network: \$500	See Family	\$1,000
Plan Year Out-of-pocket Expense Limit	In-Network: One Person \$2,000	Two People See Family	Family \$4,000	In-Network: One Person \$3,000	Two People See Family	Family \$6,000
	Out-of-Network: \$3,000	See Family	\$6,000	Out-of-Network: \$5,000	See Family	\$10,000
Out-of-Network Benefits	health services. ( and behavioral he	nsurance for med Copayments do no ealth services. Co outine vision, outp	ical and behavioral ot apply to medical payments and atient prescription	you pay 30% coi health services. O and behavioral he coinsurance for ro	et the out-of-netwonsurance for medic Copayments do not ealth services. Cop outine vision, outpa services will still ap	cal and behavioral t apply to medical ayments and tient prescription
Medical Care When Traveling (BlueCard)	Included			Included		
Lifetime Maximum	Unlimited			Unlimited		
Covered Services	In-Network Y	ou Pay		In-Network Y	ou Pay	
Ambulance Travel	20% coinsurance	e after deductible		20% coinsurance	after deductible	
Autism Spectrum Disorder	Copayment/coins service received	surance determine	ed by	Copayment/coins service received	urance determine	d by
Behavioral Health and EAP Inputient treatment • Facility Services • Professional Provider Services Outputient Professional Provider Visits	\$300 copayment \$0 \$15 copayment	per stay		\$400 copayment \$0 \$20 copayment	per stay	
Employee Assistance Program (EAP) 4 visits per issue (per plan year)	\$0			\$0		
Dental Care Preventive Dental Option (diagnostic and preventive services only for lower premium)	\$0			\$0		
Comprehensive Dental Option						- "
(for higher premium) Dental Plan Year Deductible	One Person \$25	Two People \$50	Family \$75	One Person \$25	Two People \$50	Family \$75
Plan Year Maximum (Except Orthodontics)	\$1,500	ψυυ	ψισ	\$1,500	φυυ	φισ
Preventive Dental Care	\$0			\$0		
• Primary Dental Care	20% coinsurance				after dental dedu	
Major Dental Care     Orthodontic Services (Includes Adult Ortho)	50% coinsurance 50% coinsurance with \$1,500 lifet	e, no dental deduc			e after dental dedu e, no dental deduct ime maximum	

Key Advantage 500			Key Advan	tage 1000	)	High Dedu	ictible Hea	lth Plan
In-Network: One Person	Two People	Family	In-Network: One Person	Two People	Family	One Person	Two People	Family
\$500 Out-of-Network: \$1,000	See Family See Family	\$1,000 \$2,000	\$1,000 <b>Out-of-Network:</b> \$2,000	See Family See Family	\$2,000 \$4,000	\$3,200 Deductible is com Out-of-Network se	See Family bined for In-Netwo ervices.	\$6,400 rk and
In-Network: One Person \$4,000 Out-of-Network:	Two People See Family	Family \$8,000	In-Network: One Person \$5,000 Out-of-Network:	Two People See Family	Family \$10,000	In-Network: One Person \$5,000 Out-of-Network:	Two People See Family	Family \$10,000
\$7,000	See Family	\$14,000	\$9,000	See Family	\$18,000	\$10,000	See Family	\$20,000
Yes. Once you meet you pay 30% coins health services. Co and behavioral hea coinsurance for rou drugs and dental se	surance for medical payments do not a Ith services. Copay tine vision, outpatie	and behavioral pply to medical ments and ent prescription	Yes. Once you mee you pay 30% coins health services. Co and behavioral hea coinsurance for rou drugs and dental se	surance for medica ppayments do not a alth services. Copa utine vision, outpati	al and behavioral apply to medical yments and ent prescription	you pay 40% coir	et the combined do surance for medic iption drug service oviders.	al, behavioral
Included			Included			Included		
Unlimited			Unlimited			Unlimited		
In-Network Yo	u Pay		In-Network Yo	ou Pay		In-Network Yo	ou Pay	
20% coinsurance a	after deductible		20% coinsurance	after deductible		20% coinsurance	after deductible	
Copayment/coinsuservice received	rance determined b	ру	Copayment/coinsuservice received	ırance determined	by	20% coinsurance	after deductible	
20% coinsurance a \$0 \$25 copayment	after deductible		20% coinsurance \$0 \$25 copayment	after deductible		20% coinsurance 20% coinsurance 20% coinsurance	after deductible	
\$0			\$0			\$0		
\$0			\$0			\$0		
One Person	Two People	Family	One Person	Two People	Family	One Person	Two People	Family
\$25 \$1,500 \$0	\$50	\$75	\$25 \$1,500 \$0	\$50	\$75	\$25 \$1,500 \$0	\$50	\$75
20% coinsurance a 50% coinsurance a 50% coinsurance, with \$1,500 lifetim	after dental deduct no dental deductib	tible	20% coinsurance		tible	20% coinsurance 50% coinsurance	after dental deduc after dental deduc no dental deducti	tible

# The Local Choice 2024 Comparison of Statewide Plans (continued)

Covered Services	Key Advantage Expanded In-Network You Pay	Key Advantage 250 In-Network You Pay
Diabetic Education	\$0	\$0
Diabetic Equipment	20% coinsurance after deductible	20% coinsurance after deductible
Diabetic Supplies - See Outpatient Prescription Drugs		
Diagnostic Tests and X-rays (for specific conditions or diseases at a doctor's office, emergency room or outpatient hospital department)	20% coinsurance, no deductible	20% coinsurance after deductible
Doctor Visits – on an Outpatient Basis Primary Care Physicians Specialty Care Providers	\$15 copayment \$25 copayment	\$20 copayment \$35 copayment
Early Intervention Services	Copayment/coinsurance determined by service received	Copayment/coinsurance determined by service received
Emergency Room Visits Facility Services  Professional Provider Services  - Primary Care Physicians  - Specialty Care Providers Diagnostic Tests and X-rays	\$250 copayment per visit (waived if admitted to hospital)  \$15 copayment \$25 copayment 20% coinsurance, no deductible	\$350 copayment per visit (waived if admitted to hospital)  \$20 copayment \$35 copayment 20% coinsurance after deductible
Home Health Services (90 visit plan year limit per member)	\$0	\$0
Home Private Duty Nurse's Services	20% coinsurance after deductible	20% coinsurance after deductible
Hospice Care Services	\$0	\$0
Hospital Services Inpatient Treatment • Facility Services • Professional Provider Services • Primary Care Physicians • Specialty Care Providers  Outpatient Treatment • Facility Services • Professional Provider Services • Primary Care Physicians • Specialty Care Providers  Diagnostic Tests and X-Rays	\$300 copayment per stay \$0 \$0 \$100 copayment \$15 copayment \$25 copayment 20% coinsurance, no deductible	\$400 copayment per stay \$0 \$0 \$150 copayment \$20 copayment \$35 copayment 20% coinsurance after deductible
Virtual Care through Sydney Health app  • LiveHealth Online  • Symptom Checker  • Text Chat or Video Visit with Medical Provider  • Virtual Wellness/ Preventive Visit	\$0 no cost \$0 \$0	\$0 no cost \$0 \$0





Key Advantage 500 In-Network You Pay	Key Advantage 1000 In-Network You Pay	High Deductible Health Plan In-Network You Pay
\$0	\$0	20% coinsurance after deductible
20% coinsurance after deductible	20% coinsurance after deductible	20% coinsurance after deductible
20% coinsurance after deductible	20% coinsurance after deductible	20% coinsurance after deductible
\$25 copayment \$40 copayment	\$25 copayment \$40 copayment	20% coinsurance after deductible 20% coinsurance after deductible
Copayment/coinsurance determined by service received	Copayment/coinsurance determined by service received	20% coinsurance after deductible
20% coinsurance after deductible	20% coinsurance after deductible	20% coinsurance after deductible
\$25 copayment \$40 copayment 20% coinsurance after deductible	\$25 copayment \$40 copayment 20% coinsurance after deductible	20% coinsurance after deductible 20% coinsurance after deductible 20% coinsurance after deductible
\$0	\$0	20% coinsurance after deductible
20% coinsurance after deductible	20% coinsurance after deductible	20% coinsurance after deductible
\$0	\$0	20% coinsurance after deductible
20% coinsurance after deductible	20% coinsurance after deductible	20% coinsurance after deductible
\$0 \$0	\$0 \$0	20% coinsurance after deductible 20% coinsurance after deductible
20% coinsurance after deductible	20% coinsurance after deductible	20% coinsurance after deductible
\$25 copayment \$40 copayment 20% coinsurance after deductible	\$25 copayment \$40 copayment 20% coinsurance after deductible	20% coinsurance after deductible 20% coinsurance after deductible 20% coinsurance after deductible
\$0 no cost \$0 \$0	\$0 no cost \$0 \$0	Determined by services received no cost \$39 or 20% coinsurance after deductible \$99 or 20% coinsurance after deductible





## The Local Choice 2024 Comparison of Statewide Plans (continued)

Covered Services	Key Advantage Expanded In-Network You Pay	Key Advantage 250 In-Network You Pay
Maternity Professional Provider Services (Prenatal & Postnatal Care) - Primary Care Physicians - Specialty Care Providers	\$15 copayment \$25 copayment If your doctor submits one bill for delivery, prenatal and copayment required for physician care. If your doctor b payment responsibility will be determined by the service	ills for these services separately, your
Delivery - Primary Care Physicians	\$0	\$0
- Specialty Care Providers  Hospital Services for Delivery (Delivery Room, Anesthesia, Routine Nursing Care for Newborn)	\$0 \$300 copayment per stay*	\$0 \$400 copayment per stay*
Outpatient Diagnostic Tests	20% coinsurance, no deductible	20% coinsurance after deductible
Medical Equipment, Appliances, Formulas, Prosthetics and Supplies	20% coinsurance after deductible	20% coinsurance after deductible
Outpatient Prescription Drugs - Mandatory Generic Retail up to 34-day supply*  *You may purchase up to a 90-day supply at a retail pharmacy by paying multiple copayments, or the coinsurance after the deductible  Home Delivery Services (Mail Order) Covered Drugs for up to a 90-Day Supply	Tier 1 - \$10 copayment Tier 2 - \$30 copayment Tier 3 - \$45 copayment Tier 4 - \$55 copayment Tier 1 - \$20 copayment Tier 2 - \$60 copayment Tier 3 - \$90 copayment Tier 4 - \$110 copayment	Tier 1 - \$10 copayment Tier 2 - \$30 copayment Tier 3 - \$45 copayment Tier 4 - \$55 copayment Tier 1 - \$20 copayment Tier 2 - \$60 copayment Tier 3 - \$90 copayment Tier 4 - \$110 copayment
Diabetic Supplies	20% coinsurance, no deductible	20% coinsurance, no deductible
Prescription Insulin Drugs to Treat Diabetes	34-day supply not to exceed \$50 90-day supply not to exceed \$150	34-day supply not to exceed \$50 90-day supply not to exceed \$150
Routine vision - Blue View Vision Network (Once Every Plan Year) Routine Eye Exam Standard Eyeglass Lenses (in Lieu of Contact Lenses) Eyeglass Frames Contact Lenses (In Lieu of Eyeglass Lenses) • Elective • Non-Elective Upgrade Eyeglass Lenses (Available for Additional Cost) • UV Coating, Tints, Standard Scratch-Resistant • Standard Polycarbonate (Adult) • Standard Progressive • Standard Anti-Reflective • Other Add-Ons	\$25 copayment \$20 copayment** Up to \$100 retail allowance*** Up to \$100 retail allowance Covered in full \$15 \$40 \$65 \$45 20% off retail	\$35 copayment \$20 copayment** Up to \$100 retail allowance*** Up to \$100 retail allowance Covered in full \$15 \$40 \$65 \$45 20% off retail
Shots - Allergy & Therapeutic Injections (At Doctor's Office, Emergency Room or Outpatient Hospital Department)	20% coinsurance, no deductible	20% coinsurance after deductible

<sup>\*</sup>This plan will waive the hospital copayment if the member enrolls in the maternity management pre-natal program within the first 16 weeks of pregnancy, has a dental cleaning during pregnancy and satisfactorily completes the program.

<sup>\*\*</sup>Polycarbonate lenses included at no additional cost for children under 19 years old.

<sup>\*\*\*</sup>You may select a frame greater than the covered allowance and receive a 20% discount for any additional cost over the allowance.

Key Advantage 500 In-Network You Pay	Key Advantage 1000 In-Network You Pay	High Deductible Health Plan In-Network You Pay
\$25 copayment \$40 copayment	\$25 copayment \$40 copayment	20% coinsurance after deductible 20% coinsurance after deductible
	prenatal and postnatal care services, there is no our doctor bills for these services separately, your y the services received.	
\$0 \$0	\$0 \$0	20% coinsurance after deductible 20% coinsurance after deductible
20% coinsurance after deductible	20% coinsurance after deductible	20% coinsurance after deductible
20% coinsurance after deductible	20% coinsurance after deductible	20% coinsurance after deductible
20% coinsurance after deductible	20% coinsurance after deductible	20% coinsurance after deductible
Tier 1 - \$10 copayment	Tier 1 - \$10 copayment	20% coinsurance after deductible
Tier 2 – \$30 copayment Tier 3 – \$45 copayment Tier 4 - \$55 copayment	Tier 2 - \$30 copayment Tier 3 - \$45 copayment Tier 4 - \$55 copayment	
Tier 1 - \$20 copayment Tier 2 - \$60 copayment	Tier 1 - \$20 copayment Tier 2 - \$60 copayment	20% coinsurance after deductible
Tier 3 - \$90 copayment Tier 4 - \$110 copayment	Tier 3 - \$90 copayment Tier 4 - \$110 copayment	
20% coinsurance, no deductible	20% coinsurance, no deductible	20% coinsurance after deductible
34-day supply not to exceed \$50 90-day supply not to exceed \$150	34-day supply not to exceed \$50 90-day supply not to exceed \$150	34-day supply not to exceed \$50 90-day supply not to exceed \$150
\$40 copayment	\$40 copayment	\$15 copayment
\$20 copayment** Up to \$100 retail allowance***	\$20 copayment** Up to \$100 retail allowance***	\$20 copayment** Up to \$100 retail allowance***
Up to \$100 retail allowance	Up to \$100 retail allowance	Up to \$100 retail allowance
Covered in full	Covered in full	Covered in full
\$15 \$40	\$15 \$40	\$15 \$40
\$65	\$65	\$65
\$45 20% off retail	\$45 20% off retail	\$45 20% off retail
20% coinsurance after deductible	20% coinsurance after deductible	20% coinsurance after deductible
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# The Local Choice 2024 Comparison of Statewide Plans (continued)

Covered Services	Key Advantage Expanded In-Network You Pay	Key Advantage 250 In-Network You Pay
Skilled Nursing Facility Stays (180-Day Per Stay Limit Per Member) Facility Services	\$0	\$0
Professional Provider Services	\$0	\$0
Spinal Manipulations and Other Manual Medical Interventions (30 Visits Per Plan Year Limit Per Member) Primary Care Physicians Specialty Care Providers	\$15 copayment \$25 copayment	\$20 copayment \$35 copayment
Surgery - See Hospital Services		
Therapy Services Infusion Services, Cardiac Rehabilitation Therapy, Chemotherapy, Radiation Therapy, Respiratory Therapy, Occupational Therapy, Physical Therapy, and Speech Therapy Facility Services Professional Provider Services - Primary Care Physicians	20% coinsurance after deductible 20% coinsurance after deductible	20% coinsurance after deductible 20% coinsurance after deductible
- Specialty Care Providers	20% coinsurance after deductible	20% coinsurance after deductible
Wellness services Well Child (Office Visits at Specified Intervals Through Age 6) - Primary Care Physicians; - Specialty Care Providers; - Immunizations and Screening Tests	No copayment, coinsurance, or deductible	No copayment, coinsurance, or deductible
Routine Wellness - Age 7 & Older  • Annual Check-Up Visit (One Per Plan Year)  - Primary Care Physicians  - Specialty Care Providers	No copayment, coinsurance, or deductible	No copayment, coinsurance, or deductible
<ul> <li>Immunizations, Lab and X-Ray Services</li> <li>Routine Screenings, Immunizations, Lab and X-Ray Services (Outside of Annual Check-Up Visit)</li> </ul>	No copayment, coinsurance, or deductible	No copayment, coinsurance, or deductible
Preventive Care (One of Each Per Plan Year)  Gynecological Exam  Pap Test  Mammography Screening  Prostate Exam (Digital Rectal Exam)  Prostate Specific Antigen Test  Colorectal Cancer Screenings	No copayment, coinsurance, or deductible	No copayment, coinsurance, or deductible

Key Advantage 500 In-Network You Pay	Key Advantage 1000 In-Network You Pay	High Deductible Health Plan In-Network You Pay
\$0	\$0	20% coinsurance after deductible
\$0	\$0	20% coinsurance after deductible
\$25 copayment \$40 copayment	\$25 copayment \$40 copayment	20% coinsurance after deductible 20% coinsurance after deductible
20% coinsurance after deductible	20% coinsurance after deductible	20% coinsurance after deductible
20% coinsurance after deductible 20% coinsurance after deductible	20% coinsurance after deductible 20% coinsurance after deductible	20% coinsurance after deductible 20% coinsurance after deductible
No copayment, coinsurance, or deductible	No copayment, coinsurance, or deductible	No copayment, coinsurance, or deductible
No copayment, coinsurance, or deductible	No copayment, coinsurance, or deductible	No copayment, coinsurance, or deductible
No copayment, coinsurance, or deductible	No copayment, coinsurance, or deductible	No copayment, coinsurance, or deductible
No copayment, coinsurance, or deductible	No copayment, coinsurance, or deductible	No copayment, coinsurance, or deductible





## Health & Wellness Programs

Be your healthy best! The TLC plans include access to a host of health and wellness programs to help you manage vour health issues.

- ConditionCare: Take advantage of free and confidential support to manage these conditions:
  - Asthma - Coronary artery disease (CAD)
  - Heart failure
    - Chronic obstructive
  - Diabetes
- pulmonary disease (COPD)
- Hypertension

You may receive a call from ConditionCare if your claims indicate you or an enrolled family member may be dealing with one or more of these conditions. While you're encouraged to enroll and take advantage of help from registered nurses and other healthcare professionals, you may also opt out of the program when they call.

- Future Moms: Enroll and receive pre- and post-natal support. Access a nurse coach and other maternity support specially designed to help women have healthy pregnancies and healthy babies.
- MyHealth Advantage: Receive personalized health-related suggestions, tips, and reminders via mail or email to alert you of potential health risks, care gaps or cost-saving opportunities.

- 24/7 NurseLine & Audio Health Library: Sometimes you need health questions answered right away - even in the middle of the night. Call 24/7 NurseLine (800-337-4770) to speak with a nurse. Or use the Audio Health Library if you want to learn about a health topic on your own. Your call is always free and completely confidential.
- CommonHealth is the employee wellness program for The Local Choice. The main objective of CommonHealth is to promote wellness in the workplace. Yearly programs cover a variety of health and wellness subjects and are presented in a variety of formats - including onsite programs and video presentations that make it easy to participate. Not only are the programs educational and fun, they help you stay fit and healthy. For more information, visit www.commonhealth.virginia.gov/tlc.



See more information on Health & Wellness programs at www.anthem.com/tlc.

# Virtual Care Options through **Sydney Health**

Life is busy. When you need care and are short on time, you have many options for quick and convenient virtual care through the Sydney Health app. Whether you prefer to use medical text chat or have a video visit, Sydney Health is the gateway that connects you to the virtual care options included in your benefits. Use your smartphone to access virtual care solutions for all your physical and behavioral health needs, any hour of any day.

#### Services include:

- Comprehensive primary care, coordinated by a care team
- Wellness visits
- Preventive care and lab screenings
- 24/7 Urgent or sick care for common medical conditions like the flu, colds, allergies, pink eye, sinus infections, and more
- New prescriptions and refills
- Behavioral Health providers including therapists or psychologists, psychiatrists or EAP counselors
- Care for on-going conditions like diabetes, hypertension, and asthma
- Access to specialty care such as lactation consultants, dermatologists, sleep specialists, and allergists

Log in to the Sydney Health app, and access the **Care Center** to view all the options available to you.

Note: Some options require a secondary app. You will be prompted to download the app during the account setup process.

# **Employee Assistance** Program (EAP)

Your EAP gives you, your covered dependents and members of your household up to four free confidential counseling sessions per issue each plan year.

Turn to your EAP for information and resources about:

- Emotional well-being
- Addiction and recovery
- Work and career
- Childcare and parenting
- Helping aging parents
- Financial issues (including free credit monitoring and identity theft recovery)
- Legal concerns
- Smoking cessation

### We're here for you – in many languages

The law requires us to include a message in all of these different languages. Curious what they say? Here's the English version: "You have the right to get help in your language for free. Just call the Member Services number on your ID card." Visually impaired? You can also ask for other formats of this document.

#### **Spanish**

Usted tiene derecho a recibir ayuda en su idioma en forma gratuita. Simplemente llame al número de Servicios para Miembros que figura en su tarjeta de identificación.

#### Chinese

您有權免費獲得透過您使用的語言提供的幫助。請撥打您的 ID 卡片上的會員服務電話號碼。若您是視障人士,還可 索取本文件的其他格式版本。

#### Vietnamese

Quý vị có quyền nhận miễn phí trợ giúp bằng ngôn ngữ của mình. Chỉ cần gọi số Dịch vụ dành cho thành viên trên thẻ ID của quý vị. Bị khiếm thị? Quý vị cũng có thể hỏi xin định dạng khác của tài liệu này."

#### Korean

귀하는 자국어로 무료지원을 받을 권리가 있습니다. ID 카드에 있는 멤버 서비스번호로 연락하십시오.

#### **Tagalog**

May karapatan ka na makakuha ng tulong sa iyong wika nang libre. Tawagan lamang ang numero ng Member Services sa iyong ID card. May kapansanan ka ba sa paningin? Maaari ka ring humiling ng iba pang format ng dokumentong ito.

#### Russian

Вы имеете право на получение бесплатной помощи на вашем языке. Просто позвоните по номеру обслуживания клиентов, указанному на вашей идентификационной карте. Пациенты с нарушением зрения могут заказать документ в другом формате.

#### **Armenian**

Դուք իրավունք ունեք ստանալ անվձար օգնություն ձեր լեզվով։ Պարզապես զանգահարեք Անդամների սպասարկման կենտրոն, որի հեռախոսահամարը նշված է ձեր ID քարտի վրա։

#### Farsi

"شما این حق را دارید تا به صورت رایگان به زبان مادری تان کمک دریافت کنید. کافی است با شماره خدمات اعضا (Member Services) درج شده روی کارت شناسایی خود تماس بگیرید." دچار اختلال بینایی هستید؟ می توانید این سند را به فرمت های دیگری نیز درخواست دهید.

#### French

Vous pouvez obtenir gratuitement de l'aide dans votre langue. Il vous suffit d'appeler le numéro réservé aux membres qui figure sur votre carte d'identification. Si vous êtes malvoyant, vous pouvez également demander à obtenir ce document sous d'autres formats.

#### Arabic

لك الحق في الحصول على مساعدة بلغتك مجانًا. ما عليك سوى الاتصال برقم خدمة الأعضاء الموجود على بطاقة الهوية. هل أنت ضعيف البصر؟ يمكنك طلب أشكال أخرى من هذا المستند.

#### **Japanese**

お客様の言語で無償サポートを受けることができます。IDカードに記載されているメンバーサービス番号までご連絡ください。

#### Haitian

Se dwa ou pou w jwenn èd nan lang ou gratis. Annik rele nimewo Sèvis Manm ki sou kat ID ou a. Èske ou gen pwoblèm pou wè? Ou ka mande dokiman sa a nan lòt fòma tou.

#### Italian

Ricevere assistenza nella tua lingua è un tuo diritto. Chiama il numero dei Servizi per i membri riportato sul tuo tesserino. Sei ipovedente? È possibile richiedere questo documento anche in formati diversi

#### **Polish**

Masz prawo do uzyskania darmowej pomocy udzielonej w Twoim języku. Wystarczy zadzwonić na numer działu pomocy znajdujący się na Twojej karcie identyfikacyjnej.

#### Puniabi

ਆਪਣੀ ਭਾਸ਼ਾ iਵੱਚ ਮੁਫ਼ਤ iਵੱਚ ਮਦਦ ਹਾਂ।ਸਲ ਕਰਨ ਦਾ ਿਅਧਕਾਰ ਹੈ। ਬਸ ਆਪਣy ਆਈਡੀ ਕਾਰਡ ਤੇ iਦੱਤੇ ਸਿਰਵਸ ਨੰਬਰ ਤੇ ਕਾਲ ਕਰੋ। ਨਜ਼ਰ ਕਮਜ਼ੋਰ ਹੈ? ਤਸ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਹੋਰ ਰਪਾਂਤਰ ਮੰਗ ਸਕਦੇ ਹੋ।

#### TTY/TTD:711

#### It's important we treat you fairly

We follow federal civil rights laws in our health programs and activities. By calling Member Services, our members can get free in-language support, and free aids and services if you have a disability. We don't discriminate. exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. 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 the Member Services number on your ID card for help (TTY/TDD: 711). If you think we failed in any of these areas, you can mail a complaint to: Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279, or directly to 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. You can also call 1-800- 368-1019 (TDD: 1-800-537-7697) or visit https://ocrportal.hhs.gov/ocr/portal/lobby.jsf

### **Ouick Access to Your Plan**

### Anthem.com/tlc

Your dedicated website for health benefits documents. no log in needed



Download your health benefits summary and member handbook



Find care



Learn about your Employee Assistance Program (EAP)

### Anthem.com

Log in to your confidential and secure account



View your claims



Download your ID card



Find care



Refill prescriptions online



Compare costs for hundreds of medical procedures

### **Sydney Health** mobile app











Log in using your anthem.com username and password to:



View your ID card



See all your medical and pharmacy benefits in one place



Use the chatbot to get answers and resources quickly



Connect easily to care



Track your health goals and fitness

### thelocalchoice.virginia.gov

This is your resource for forms, Cardinal information and member notifications.



Explore a comprehensive and personalized view of your company's benefit offerings, view and pay your Anthem bill, and get the latest news through EmployerAccess.

#### **Getting started**

- Identify the main administration contact or Site Administrator for your business. They will register for EmployerAccess and be responsible for adding additional users.
- Register at employer.anthem.com/eea.
- You will receive an email to complete the registration process.
- Once you're registered, download the EmployerAccess app for benefits management, news and alerts on the go.



SBCs are available on the web (www.thelocalchoice.virginia.gov) and the website is now included on the back of the benefit summary booklets. Subsequently, members will no longer receive postcards with the web address to SBCs. Please remember to order Open Enrollment Packets (which include Benefit Summaries and other member materials) for Open Enrollment. Order lead time is typically 10 business days.

Language Access Services - (TTY/TDD: 711)

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