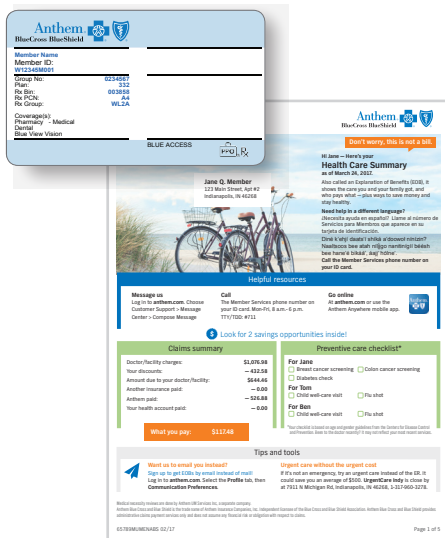




# Who doesn't like better service?

## Our enhanced system is ready to serve you

We're excited to let you know that we have our enhanced system up and running to serve you better. This means it will be easier to use your health plan and understand your benefits. Most of the system changes are invisible to you – as they should be – but here are the most important things you should know:



- **Your ID card has new numbers.** Your group number has changed and your ID number will have a new prefix, so be sure to show your new ID card to all of your doctors and anywhere else you receive care. They'll need your new numbers to submit claims for you. Your ID cards will be simplified and no longer contain copayment information.

**Need to reach us?** Just call the Member Services number on the back of your card – just like you always have.
- **Your explanation of benefits (EOB) is simpler.** The new-look EOB makes it easier to see what's been paid by us and how much you owe the doctor, hospital or other health care professional.
- **You do not need to reregister with your new group or member ID number on anthem.com.** Haven't registered yet? It's easy. Just go to [anthem.com](http://anthem.com) and click "register now" or download the Sydney mobile app and start using the valuable tools and resources today.



## Go paperless!

Help the environment by getting your EOBs electronically. Just sign in to [anthem.com](http://anthem.com) and, under your profile, change your EOB communication preference to email.

- **Your LiveHealth Online account will need to be updated with your new numbers.** Haven't used LiveHealth Online? This care option connects you to doctors, therapists, psychologists, psychiatrists and more by two-way video without waiting rooms or high costs.



Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to [anthem.com/co/networkaccess](http://anthem.com/co/networkaccess). In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross and Blue Shield of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Company (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.