



Anthem's website for participants in their health, dental and vision plans is more informative and easier to use than you may think. This document will help you navigate the site and utilize the helpful tools it has to offer. Such tools include a treatment cost calculator, thorough and easy-to-understand benefit summaries, a doctor locator, review of recent claims and more!

REGISTRATION

Of course, the first thing you'll have to do is register with www.anthem.com. In order to register, please have your Anthem member card available. You'll need your member number for registration.

- Start by going to <http://www.anthem.com>
- On the right hand side of the home page, you will see a place to enter a username and password. Just below that is a link to Register; click this link
- Enter the requested information, and click Next until the registration process is complete.

You are now ready to navigate Anthem's member site!

ACCOUNT SUMMARY

Upon logging in, you will see your Account Summary, as well as several links and options on the right side of the screen. Let's review these items one by one:

- **Benefit Summary**
 - First up is the Benefits Summary. This tool shows your active coverage (Dental, Vision and/or Health). Under each type of insurance, there is a link (e.g. "View Health"). Clicking on these links will open a tabbed document, starting with the Benefit Details for each type of coverage. The section shows what is covered under the plan, and how it is covered. The next tab shows the benefits and deductibles used, and the third shows recent health claims, including date of service, doctor/facility, total charges and more.
- **Review Health Record**
 - Your personal health record lets you securely gather, store, and manage information about your health in one place. You can store information about your medical conditions, doctor visits and medications, and share this securely with providers, caregivers, and family members to improve your overall quality of care.
- **Recent Claims**
 - View total charges, member responsibility, dates of service and more for a chosen period of time.

- **Health Assessment**
 - Take 15-20 minutes to complete Anthem's Health Assessment Survey. The results will show you how your blood pressure, level of stress, exercise and eating habits can affect your likelihood of developing common conditions.
- **Compare Facility Cost & Quality**
 - Compare cost and quality information for a medical procedure at facilities in your area.
- **Treatment Cost Advisor**
 - Find reliable cost information for specific health care services and procedures.

You'll notice that on the right side of the screen, at the top of the page, there are many more options. Let's review these:

EMAIL CUSTOMER SERVICE

This convenient feature allows you to send a question to a customer service representative, such as whether or not a service is covered.

FIND A DOCTOR

If you are looking for a provider, you'll want to start here. After clicking the link, follow the steps below:

- Choose your plan from the drop down menu (it is on your Anthem card)
- Choose the type of provider you need (Physician, Behavioral Health, Urgent Care, etc.)
- Choose the specialty of the doctor you are seeking (Cardiology, OBGYN, etc.)
- Enter the information for your location preference
- Identify other preferences (Female or Male, for example)
- Click View Results

REFILL A PRESCRIPTION

To check the status of a refill or to order a refill of a prescription, click on this link and Anthem will direct you to Express Scripts, the pharmacy plan administrator. You will need to go through a quick registration process with this site, but can then order prescribed medicines to be delivered to your home, and check the status of previous orders.

CHECK CLAIM STATUS

You can check the status of your dental, medical and vision claims (if applicable), by choosing the type of claim, the covered member, and a date range or claim number.