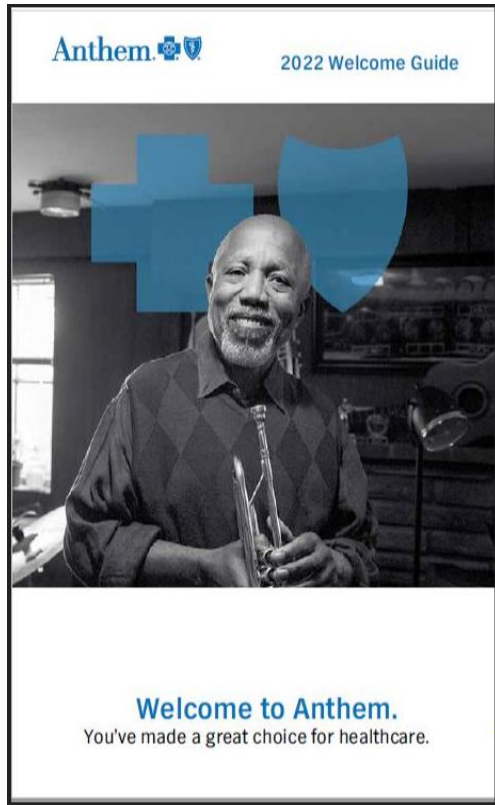


Member Welcome Kit

Member Plan Guide



After the application is submitted, set expectations with your clients about what comes next:

- ✓ The Welcome Kit will arrive about 2 weeks after enrollment.
- ✓ New members will receive their Member ID card and either a Plan Guide or a Checklist.

Set up a 2-3 week follow up call with clients to:

- ✓ Confirm Welcome Kit and ID card have arrived.
- ✓ Confirm PCP is correct.
- ✓ Complete their Health Risk Assessment.
- ✓ Help them activate their account online or by downloading the Sydney app.
- ✓ Ensure Everyday/Essential Extras selection is made so they will get the most from their plan!

Member Checklist

We're by your side, Amanda.


Life is full of surprises, but your Empire BlueCross BlueShield Medicare Advantage plan isn't. You can feel confident that whatever life may bring, we'll take good care of you. From a large network of doctors and specialists to preventive exams and more, you're covered from head to toe.

Keep your member ID card in a safe place and use it whenever you need care. Also, use this handy checklist to make the most of all the benefits that come with your plan. If you have any questions along the way, just call the number on the back of your member ID card.

Again, welcome. You can feel confident you've chosen the right Medicare plan for you.

Here's a checklist to help you start

- ☒ **1. Enroll** in your Empire BlueCross BlueShield Medicare Advantage plan.
- ☐ **2. Check** your ID card to make sure the PCP (primary care physician) listed is who you want. If not, you can change it using your secure online account.
- ☐ **3. Activate** your secure online account by visiting [webfile.com](#).
- ☐ **4. Watch** your personalized video, to guide you through your plan's benefits after you login.
- ☐ **5. Sign up** to have your prescriptions delivered to you through InjunoRx. Log in and go to Pharmacy under My Plan.



The Checklist is a short version of the Plan Guide that focuses on self serve options.

All Kroger plan members will receive a Checklist.

Encourages members to:

- ✓ Review their member ID card for accuracy.
- ✓ Activate their account online.
- ✓ Watch a personalized welcome video.
- ✓ Enroll in prescription home delivery.

Member ID Card

During your post enrollment follow up call, ensure clients understand how to use their member ID and OTC cards

Front of card

Member Name [Redacted]

Member ID Number [Redacted]

Prescription ID Number [Redacted]

Plan Name: Anthem MediBlue Plus (HMO)

Primary Care Physician (PCP) Name: [Redacted]

Plan Copays:

Service	Copay
Office Visit	\$0
Specialist Visit	\$45
Emergency Room	\$90
Preventive	\$0

Type of Prescription Coverage: Medicare Advantage HMO

Back of card

Member Service: 1-888-346-0095

Medical Claims & Inquiries:

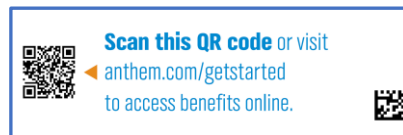
Disclaimer: Possession of this card does not guarantee eligibility for benefits.

Remind clients that this member ID card will be shown at the doctor's office and at the pharmacy.

Explain that Member Service is available if they need to:

- ✓ Update Information on card
- ✓ Ask questions about benefits
- ✓ Assistance finding in-network doctors/specialists

The member ID card will have a sticker with a QR code that members can use to register their account by downloading the Sydney app.



Members do not have to register online in order to begin using their card.

Over-the-Counter (OTC) Welcome Kit

New members enrolling during AEP will receive their OTC Welcome Kit in early January. If enrolling after AEP, they will receive their OTC Welcome Kit 4 weeks after their enrollment date.

Important Tips

- ✓ The OTC card covers generic products, including the Kroger Brand or Equate Brand at Walmart.
- ✓ OTC card will arrive pre-loaded with the quarterly benefit amount.
- ✓ On the first day of each quarter, the benefit amount is automatically loaded. Any unused balance will carry over to the next quarter and must be used by midnight on December 31st.
- ✓ At the checkout, whether in-store or online, be sure to process the payment using the **Gift Card** payment option.
- ✓ The shopping guide/product catalog includes a sample list of available products. For the most up to date product list, we recommend shopping online or downloading the Healthy Benefits+ mobile app.

OTC Card



Kroger OTC Card



Card Number and Security PIN

Three ways to use the OTC card:

Shop online: Use the Healthy Benefits+ mobile app or go to the website for free home delivery. See website below that will link to Walmart.com for purchases.

Buy in-store: Convenient in-store shopping is available at participating retailers.

Call: Healthy Benefits Plus at 1-866-413-2582 (TTY 711) to shop over the phone for free home delivery.

To shop in-store at participating retail stores:

For Kroger branded plans, Kroger is the primary retailer for using the OTC benefit.

For all other Anthem plans, Walmart is the primary retailer for using the OTC benefit.

- **Kroger Stores:** Kroger, Ralphs, Dillons, Smith's, King Soopers, Fry's, QFC, City Market, Owen's, Jay C, Pay Less, Baker's, Gerbes, Pick 'n Save, Metro Market, and Mariano's.
- **Walmart**
- **CVS Health:** Members in CO have the option of shopping in-store at CVS locations. This does NOT include the CVS Pharmacies inside Target stores.
- **ACME:** Members in CT have the option of shopping in-store at ACME locations.

To shop online with Walmart, check card balance or get transaction information:

- CO, CT, GA, IN, KY, MO, NH, NV, OH, WI: HealthyBenefitsPlus.com/AnthemBCBSOTC
- VA: HealthyBenefitsPlus.com/AnthemHealthKeepersOTC

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