

Focused on health

Anthem Blue Cross and Blue Shield (BCBS) is committed to meeting our diverse customers’ needs and promoting health equity. The health plan’s Quality Improvement Program is dedicated to improving member satisfaction, health status, and quality of care for our members and the communities we serve.

To improve or maintain positive member and provider experiences, Anthem implements programs to keep members healthy and manage chronic illness through care management programs and services. Anthem offers Health & Wellness Resources, the Healthy Rewards Program and Value-Added benefits where members can receive rewards for completing recommended preventive care and screenings such as prenatal and post-partum visits, Child Wellness Visits, Routine Doctor Visits, Diabetes Eye Exam, Colorectal Cancer Screening, Mammography and High Blood Pressure Medication Refills. Information on these programs is available on the Member Website at [anthembluecross.com/nyplans](https://anthembluecross.com/nyplans)

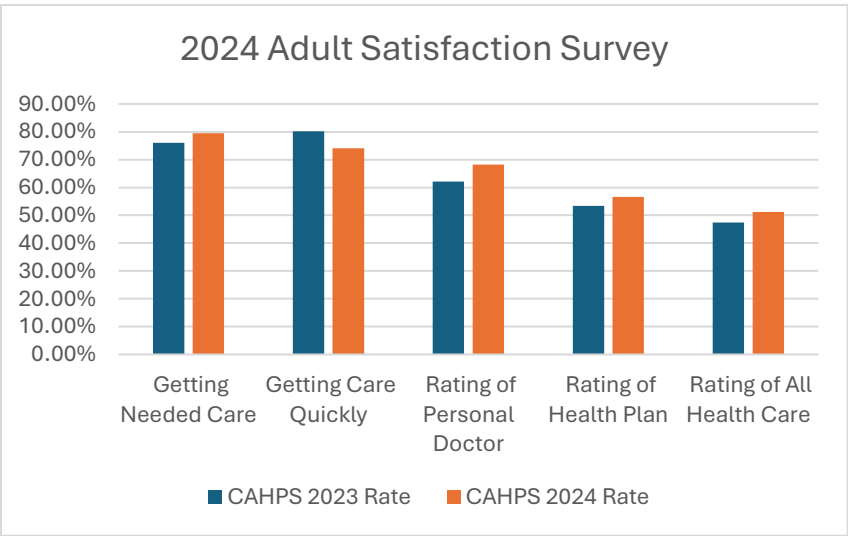
What tells us how we’re doing?

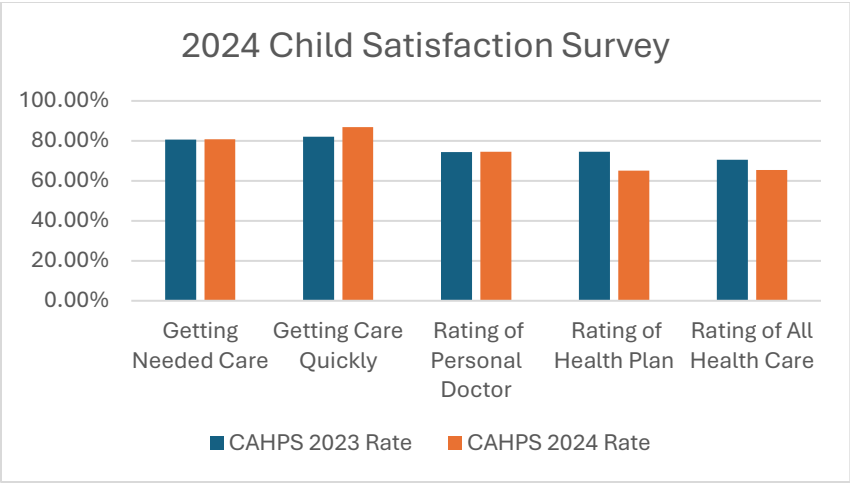
Each year, we look at the health care services and programs our members use, as well as the member experience of care. We look at how we’re doing and how we can improve the quality of care and access to medical and behavioral health services provided to our members.

We analyze our performance using nationally recognized sources and benchmarks. The results tell us what is working well and areas where we have opportunities for continuous improvement in clinical care and service. Based on these results, some of the areas we are focusing on this year include improving Immunizations for children and adults, Cardiovascular Care, Cervical Cancer Screening, Prenatal/Post-partum Care, Diabetes Care- HbA1c and Eye Exam, Controlling High Blood Pressure and Behavioral Health.

Consumer Assessment of Healthcare Providers and Systems (CAHPS)

Evaluates member satisfaction with care and services received during the past six months. The charts below show how we did.






Do you know you can connect with Anthem through the **Sydney Health Mobile App?**

Sydney Health

A health application that connects members with care they need, when they need it.



What is available in the Sydney Health App?

- Find a doctor, hospital, pharmacy or specialist in network
- Access your member ID card, medical claims, and plan details
- Check your symptoms with symptom checker
- Connect with a doctor via telehealth

Sydney Health App is available to download in the App Store or Google Play

**Have questions about Anthem’s Quality Improvement program?**  
Call Member Services – 800-300-8181 (TTY 711) Monday through Friday, 8 a.m. to 8 p.m., and Saturday, 9 a.m. to 5 p.m.