



# Welcome to your child's health plan

[anthembluecross.com/nyplans](https://anthembluecross.com/nyplans)



## We're glad you're here


Let's get set and get going with Anthem Blue Cross and Blue Shield HP so your child can start using their health plan and benefits today.

Scan here for a short video to get started with your child's plan.




Now that your child is enrolled, get started with this


# quick checklist

 **Find** your child's member ID card in this packet, or contact us if you did not receive it.

 **Create** your child's online account by visiting [anthebluecross.com/nyplans](https://anthebluecross.com/nyplans).

 **Download** the **Sydney<sup>®</sup> Health** app.

 **Complete** your child's Health Risk Screener (HRS) to get personal care based on your child's health needs.

 **Schedule** a checkup with your child's main provider (primary care provider or PCP) listed on your ID card. If you need to update your child's PCP, you can do that in your online account or by calling Member Services at the number on your child's ID card.

 **Fill** your child's prescriptions.

 **Learn** about Healthy Rewards and value-added benefits by visiting the Benefit Reward Hub.



## Need help?

Log in & live chat with us anytime on [anthebluecross.com/nyplans](https://anthebluecross.com/nyplans).

# Manage your child's plan online

## Once your account is created, you can go online to:

- View and share your child's digital ID card.
  - Find or change your child's PCP (main provider).
  - Find a provider, hospital, or specialist close by.
  - Access case management that helps coordinate healthcare services. You can refer your child, or a provider can refer your child on your behalf.
  - View the member rights and responsibilities and our privacy notice.
- You can also check the **Benefits** page to view the **member handbook and important information like:**
    - Any kind of care that might not be covered under your child's plan.
    - How to get approval for care before your child receives it.
    - Chat with us live or send us secure messages.



Visit [anthembluecross.com/nyplans](https://anthembluecross.com/nyplans) to access your child's account, view your child's member handbook, and find other important information.



Three ways to register your child's account:



①

Visit [anthembluecross.com/nyplans](https://anthembluecross.com/nyplans).



sydney

②

Download the Sydney Health mobile app.



③

Scan the QR code.

# Get to know your child's pharmacy benefits

Prescription drugs and medical supplies are covered.

## A pharmacy that works with your child's plan.

Visit [anthembluecross.com/nyplans](https://www.anthembluecross.com/nyplans) to find information on your child's pharmacy benefits.

## Home delivery.

Sign up to have your child's prescriptions delivered to you at no additional cost.



To learn more, check out your child's member handbook or the Pharmacy Benefits page on the member website at [anthembluecross.com/nyplans](https://www.anthembluecross.com/nyplans).



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# Where to go for care

## Primary care provider

- Visit for a wellness checkup
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## LiveHealth Online

- Board-certified doctors are available 24/7 and are trained to conduct visits virtually for issues like a headache, flu, or fever
  - Visit [livehealthonline.com](https://livehealthonline.com)
- 

## Urgent care

- Visit for issues like a skin infection, sprain, cold, or sore throat — no appointment needed
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## Emergency room

- Go to the nearest ER or call 911 for concerns such as chest pain, trouble breathing, heart attack, or broken bones, or call 988 for mental health emergencies



Have questions for a nurse? Call 24/7 NurseLine at **800-300-8181 (TTY 711)**.

If you feel your child's health concern is life-threatening, go to the ER or call **911**.

## Language support

If you're not fluent in English, or if you need help with your child's healthcare, talking with us, or reading what we send to you, don't worry. We provide our materials in other languages and formats, including Braille, large print, and audio, at no cost to you. Call us toll-free at **800-300-8181 (TTY 711)**.

Si no habla con fluidez el inglés, o si necesita ayuda con el cuidado médico de su hijo(a), para hablar con nosotros o leer lo que le enviamos, no se preocupe. Proporcionamos nuestros materiales en otros idiomas y formatos, incluyendo Braille, letra grande y audio sin costo para usted. Llámenos gratuitamente al **800-300-8181 (TTY 711)**.

### Have you moved? Has your phone number changed?

#### Let us know.

Call us at **800-300-8181 (TTY 711)** to let us know what has changed. You may also log in to your child's account at [nystateofhealth.ny.gov](http://nystateofhealth.ny.gov) to update your information.

## Want a printed copy of your child's handbook or provider directory?

Log in to [anthembluecross.com/nyplans](http://anthembluecross.com/nyplans) to live chat with us or send a secure message. You can also call Member Services at the number listed on your child's ID card.



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# Get set up with your child's provider

Help your child's provider learn about your child's medical history by scheduling a checkup. Your child could even earn rewards for the visit.

To find other medical care near you — even if you're not in your usual area — use the **Find Care** tool to search for primary care, behavioral health, and other providers, specialists, and hospitals in your child's plan.

The **Find Care** tool is available at [anthembluecross.com/find-care](https://www.anthembluecross.com/find-care).



## Need a ride to your appointment?

Learn if your child is eligible for transportation benefits in their Anthem plan at [anthembluecross.com/nyplans](https://www.anthembluecross.com/nyplans).

## Complete your child's Health Risk Screener (HRS)

The Health Risk Screener (HRS) is a series of questions that helps us understand your child's health needs.

Log in to your child's account at [anthembluecross.com/nyplans](https://www.anthembluecross.com/nyplans). Go to *My Health Dashboard*, then *Programs*, and *Health Risk Screener*.



## Learn all about your child's benefits

Find a list of all benefits, services, resources, and more in the member handbook or the member website, [anthembluecross.com/nyplans](https://anthembluecross.com/nyplans).

Extra benefits have eligibility requirements and restrictions, and are subject to change.

## **Now that your child is with Anthem, your child is getting all the plan benefits:**

- Provider and hospital visits
  - Prenatal care if your child is pregnant, and postpartum care if your child just had a baby
  - Health education with emotional and behavioral health services
- 

## **Your child also has benefits to help — all at no cost.**

### **For instance, your child could receive:**

- Case management: one-on-one help from a nurse for members with serious health problems
  - Eye care: one eye exam and eyeglasses or contact lenses once in any 12-month period
  - Community care through our Community Resource Link
- 

## **There are also extra benefits your child might be surprised to know about, like:**

- Chromebook for graduating 6th-grade students who completed their grade level with a GPA of 3.5 or higher, and completed a well-child visit, and can provide proof (available June 30th to September 30th)
- One item from an asthma and Chronic Obstructive Pulmonary Disease (COPD) relief catalog
- No-cost diapers or an umbrella stroller delivered to your home for new mothers who qualify
- Dental hygiene kit that includes a toothbrush, toothpaste, and dental floss
- A gift card either to the App Store® or Google Play™
- Rewards for doing healthy activities such as a wellness visit, immunizations for children and adolescents, diabetic A1C test, and blood pressure test



Go to the Benefit Reward Hub by logging in to the Sydney Health app and learn how to earn rewards for using your child's benefits.



**[anthembluecross.com/nyplans](https://www.anthembluecross.com/nyplans) | 800-300-8181 (TTY 711)**

Member Retention: **888-809-8009 (TTY 711)**

Monday through Friday, 8 a.m. to 8 p.m. and Saturday from 9 a.m. to 5 p.m. Eastern time



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Anthem Blue Cross and Blue Shield HP complies with Federal civil rights laws. Anthem does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-300-8181 (TTY 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-300-8181 (TTY 711)。

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of the plan.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

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