



Welcome to Anthem Blue Cross and Blue Shield HP

anthembluecross.com/nyplans

Anthem 



We're glad you're here

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

Scan here for a short video to get started with your Medicaid plan.



Now that you're enrolled, get started with this

quick checklist

-  **Find** your member ID card in this packet, or contact us if you did not receive it.
-  **Create** your online account by visiting anthembluecross.com/nyplans.
-  **Fill** your prescriptions.
-  **Schedule** a checkup with your main provider (primary care provider or PCP) listed on your ID card. If you need to update your PCP, you can do that in your online account or by calling Member Services at the number on your ID card.
-  **Complete** your Health Risk Screener (HRS) to get personal care based on your health needs.



Need help?

Live chat with us anytime on
anthembluecross.com/nyplans.

Manage your plan online

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

- View and share your digital ID card.
- Find or change your PCP (main provider).
- Find a provider, hospital or specialist close by.
- Access care management that helps coordinate healthcare services. You can refer yourself, or a provider can refer you.
- View your member rights and responsibilities, and our privacy notice.

You can also check the *Benefits* page to view your member handbook and important information like:

- Any kind of care that might not be covered under Medicaid.
- How to submit a claim, how to get approval for care before you receive it, and costs you might have to pay.
- Chat with us live or send us secure messages.



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



Three ways to register your account:



①

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



sydneySM

②

Download the
SydneySM Health
mobile app



③

Scan the
QR code

Get to know your pharmacy benefits

For eligible members, prescription drugs, medical supplies, and over-the-counter items are covered and available through:

A pharmacy that works with your plan.

Use our Pharmacy Locator on the member website to find one.



To learn more, check out your member handbook or the *Pharmacy Benefits* page on the member website: [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
 - Average wait time: 18 minutes
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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, fever, anxiety, or depression (appointments required for online therapy and psychiatry sessions)
 - Average wait time: 15 minutes
 - Visit livehealthonline.com
-

Urgent care

- Visit for issues like a skin infection, sprain, cold, or sore throat — no appointment needed
 - Average wait time: 30 minutes
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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
- Average wait time for nonemergencies: 2–3 hours



Have questions for a nurse? Call 24/7 NurseLine at **800-300-8181 (TTY 711)**; NY MLTC: **855-661-0002 (TTY 711)**.

If you feel your 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 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 NY: **800-300-8181 (TTY 711)**; NY MLTC: **855-661-0002 (TTY 711)**.

Si no habla con fluidez el inglés, o si necesita ayuda con su cuidado médico, 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 NY: **800-300-8181 (TTY 711)**; NY MLTC: **855-661-0002 (TTY 711)**.

Have you moved? Has your phone number changed?

Let us know.

First, log in to your account at nystateofhealth.ny.gov to update your information. Then call NY: **800-300-8181 (TTY 711)**; NY MLTC: **855-661-0002 (TTY 711)** to let us know what has changed.

Want a printed copy of your handbook or provider directory?

Log in to 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 ID card.



Need help?

Live chat with us anytime on
anthembluecross.com/nyplans.

Get set up with your provider

Help your provider learn about you and your medical history by scheduling a checkup. You 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 a Doctor** tool to search for primary care, behavioral health, and other providers, specialists, and hospitals in your plan.

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



Need a ride to your appointment?

Learn more about your transportation benefits included in your Anthem plan at [anthembluecross.com/nyplans](https://www.anthembluecross.com/nyplans).

Complete your Health Risk Screener.

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

Log in to your 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 benefits

Find a list of all your benefits, services, resources, and more in the member handbook or the member website, anthembluecross.com/nyplans.

Limits and restrictions apply. Benefits may change.

Now that you're with Anthem, you're getting all the Medicaid benefits:

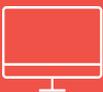
- Provider and hospital visits
- Prenatal care if you are pregnant, and postpartum care if you just had a baby
- Health education with emotional and behavioral health services

You also have benefits to help you — all at no cost. For instance, you could receive:

- Care management: One-on-one help from a nurse for members with serious health problems.
- Eye care: Members age 21 and older get one eye exam and eyeglasses or contact lenses once every two years.
- Community care through our Community Resource Link.

There are also benefits you might be surprised to know about, like:

- \$30 to pay for over-the-counter health items every three months
- Free laptop for graduating high school students with a GPA of 3.5 or higher or students who have completed the GED/TASC. Restrictions are:
 - Be 11–13 years old.
 - Show they have finished the 6th grade.
 - Show they have gone to a well-child visit.
 - Have a 3.5 GPA or B+ average (85% or higher) and provide proof of graduation within 90 days of the 6th grade.
- Up to \$75 in lifestyle aids from a catalog of healthy lifestyle products



Go to the Benefit Reward Hub at anthembluecross.com/nyplans and learn how to earn rewards for using your benefits.



anthembluecross.com/nyplans

NY: 800-300-8181 (TTY 711); NY MLTC: 855-661-0002 (TTY 711)

Monday to Friday, 8 a.m. to 8 p.m. and on 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 Caredon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

Anthem Blue Cross and Blue Shield HP is the trade name of Anthem HP, LLC., independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

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