

Care Management Programs At-A-Glance



Below is a list of available programs to help patients improve their own health in partnership with their primary care provider. Please note that all programs may not be offered in all areas or as part of every type of coverage.

Programs/Services	Descriptions of Programs/Services
24/7 NurseLine	By calling a convenient toll-free number, members can get information and feedback about their health concerns from a registered nurse any time of the day or night.
Comprehensive Medical Management	<p>Utilization Management Includes pre-certification of medical procedures, imaging services and hospitalization to authorize care and to align medical services with the member's benefits.</p> <p>Behavioral Health The program is designed to have case managers responsible for collaborating with health care providers and members to promote quality member outcomes, to optimize member benefits, and to promote effective use of resources. Please note that this is not a service that would replace standard behavioral health therapy or psychiatric evaluation given by a licensed provider within their community.</p> <p>Case Management Offers telephonic and video chat nursing support following a major hospitalization or procedure due to illness or injury; Cancer, NICU and transplant services included. Case Management helps members with maximizing medical benefits, arranging post-discharge care, and community health services.</p> <p>ComplexCare For those with multiple health issues or a condition that puts them at risk for frequent or high levels of medical care, participants have access to ComplexCare nurses for individualized education as well as preventive care and self-management tips.</p>
ConditionCare	<p>Provides members who have any 1 of the 5 core chronic diseases (diabetes, asthma, heart failure, coronary artery disease, and chronic obstructive pulmonary disease) with access to education and goal oriented health coaching from registered nurses. Members learn self-management techniques that help to improve their quality of life, increase adherence to medical best practices and avoid costly condition related complications.</p> <p>End Stage Renal Disease (ESRD) The ConditionCare ESRD program is a disease management program offered by Anthem to its fully insured members at no additional costs. ASO groups may purchase the program as an add-on. The ConditionCare ESRD program (administered by VillageHealth) educates members about their ESRD, monitors their condition and facilitates better treatment.</p>

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<p>Future Moms</p>	<p>Provides individualized support to expectant moms to help them achieve healthier pregnancies and deliveries. Provides assistance from RNs trained in obstetrical care, the program provides education and support for high-risk and non high-risk expectant mothers. The program focuses on helping to reduce the incidence of low birth weight infants and NICU admissions by keeping moms healthy and informed.</p>
<p>Member Online Tools at Anthem.com</p>	<p>Offers valuable health and wellness tools and resources to help members get the most out of their health care. It includes a health assessment, our online questionnaire that helps uncover possible health risks, and ways to be healthier. Members can also keep track of their health with our confidential health record, get up-to-date health information, watch videos about health and wellness topics, and take advantage of health related discounts.</p> <p>Estimate Your Cost</p> <p>Shares quality information and real price ranges for more than 150 common services at local area hospitals. Quality measures from state, federal, and private data include: procedure volume, facility-specific mortality and complication rates, average length of stay, patient safety – compliance with Leapfrog standards.</p>
<p>Pharmacy</p>	<p>From our drug list to gaps-in-care and therapy management programs to home delivery and specialty pharmacy, our program offers more than prescription drug benefits. Our comprehensive generics program encourages members to transition from high-cost brand name drugs to lower cost alternatives. And, we offer members access to more than 65,000 pharmacies including major chains and independents. Plus, we work directly with our medical partners to simplify the experience for employers and their employees while still maintaining quality and effectiveness.</p>