

# Health and wellness programs

Helping you stay your healthiest



## There is only one you

Your health is priceless. Finding the right tools and programs to achieve your health goals is an important step in working toward being your healthiest you. That is where we can help. From convenient online resources to one-on-one coaching with a registered nurse, you have options that can be tailored to you to help you feel your best.



# Care management programs and services

## ConditionCare

Do you or a covered dependent have a chronic health condition? If so, our nurse care managers can help you manage the symptoms of asthma, diabetes, chronic obstructive pulmonary disease (COPD), heart failure, coronary artery disease and vascular disease.

With ConditionCare, you will get the information you need to feel your very best. Our nurses gather information from you and your doctor and create a plan just for you.

To learn more or to enroll in ConditionCare, call Member Services at the number on your ID card.

## ComplexCare

If you have more than one health issue or a condition that requires you to see the doctor often for serious care, the ComplexCare program is for you. It partners you, your family and your doctors with a nurse care manager and other experts to help you reach your health goals and avoid hospital stays.

With ComplexCare, you will have access to nurse care managers who can:

- Give you personal attention and lifestyle coaching.
- Help you make more informed decisions about your options.
- Guide you to transition your care if you need to change where you are treated.
- Coordinate care between doctors and other health services.

If you are eligible for the program, a nurse will contact you.





## Case Management

If you are coming home after surgery or a hospital stay, or if you have a serious health condition such as cancer, you may need some support. Our nurse care managers can help. A nurse will call you and go over your doctor's instructions about follow-up care and medications, and even give personal lifestyle coaching. Your nurse will answer your questions and help coordinate benefits for things like home therapy or medical supplies, so you can focus on improving your health.

## Welvie surgical decision support

Are you or a family member planning for an upcoming surgery? If so, you may have questions about your treatment options. PERS Select, Choice and Care PPO plan members have access to Welvie — an online program to support you in making decisions about treatment, preparing for surgery and recovering.<sup>1</sup>

Welvie helps you work with your doctor to explore all of your options — both surgical and nonsurgical. If you decide surgery is right for you, Welvie can help you prepare with tips on how to lower the chance of problems.

To start using Welvie, go to **welvie.com**, select **Register** and complete the enrollment steps. When you complete the first three steps of the program, you will receive a \$25 Amazon.com gift card.<sup>2</sup>

If you need help or have any questions, call **1-888-577-8747** (TTY: 711) from 5 a.m. to 4 p.m. Pacific, Monday through Friday.

## Take control of back and neck pain — without surgery

Are you dealing with neck or back problems, but would like to avoid surgery or injections? CalPERS PPO members have access to an online program offering advanced, personalized back therapy at no cost.<sup>3</sup>

For over 14 years, the **SpineZone Online program** has helped thousands of patients get relief from back and neck pain through exercise, muscle strengthening and posture training. Their care team includes highly trained physical therapists, exercise physiologists, physician assistants and surgeons. They are with you every step of the way — from an assessment of your spine health to a program made just for you that focuses on the prevention, treatment and recovery of spinal conditions.

Depending on the care you need for your condition and where you live, you may qualify for the SpineZone In-Clinic program, which allows you to visit one of their clinics and work with staff members in person.

To get started, take an online assessment at **calpers.spinezone.com** and you will have a phone evaluation with a SpineZone care team member. If you have questions, call SpineZone at **1-877-453-1144** from 8:30 a.m. to 5 p.m. Pacific, Monday through Friday.



## Future Moms with Digital Maternity Support

CalPERS PPO members have access to Future Moms with Digital Maternity Support, which provides the tools and resources needed for a healthy pregnancy, delivery and baby. Whether you are at home, work or on the go, you can stay connected from your computer, smartphone or mobile device. Best of all, the program makes it easy to get started. As soon as you see a doctor for your pregnancy, you will receive an invitation to join Future Moms by email, text or phone call.

Through the program's app, powered by **My Advocate Helps**, you can personalize to-do lists and use the pregnancy calendar, chat options and more. Plus, you will receive timely updates on your pregnancy: your baby's progress, changes to your own body and how you can prepare for labor and delivery. Also, Future Moms will monitor your pregnancy and any health risks. If you are considered high risk, a nurse case manager will work with you by phone to make sure you and baby are receiving the best care.

After your baby arrives, you can have free video visits with a certified lactation consultant, counselor or registered dietitian using Future Moms with Breastfeeding Support on LiveHealth Online. These professionals provide personalized support to help you with breastfeeding techniques and milk production, as well as understanding baby hunger cues, which foods to avoid while nursing, nutrition and more.

CalPERS PPO members can start by using the **My Advocate Helps** app from the App Store® or Google Play™, or visit **myadvocatehelps.com**. Once you register on the app or online, you will complete an OB Risk Screener to help customize the content you will receive.

### Not a PPO member?

You still have access to the traditional **Future Moms program**. Start by calling **1-888-613-1130**. Any member can call us with questions or for additional support.

## MyHealth Advantage

MyHealth Advantage is a free service that helps you save money and stay healthy.

- **Tips to save money:** We will tell you when you can save money on your prescriptions and health care services.
- **Prescription drugs:** If your prescription claims are available and we see that you have prescriptions for two drugs you should not take at the same time, we will let your doctor know. Also, if it is time for a refill, we will remind you.
- **Checkups, tests and exams:** If it is time for you to have an exam or test, we will remind you to call your doctor.

You will receive a MyHealth Note if we find ways you can save on your health care costs. This confidential and easy-to-read health snapshot comes directly to your home. It has great information to review and share with your doctors.





## LiveHealth Online

Using LiveHealth Online, you can have a private video visit with a board-certified doctor or licensed therapist on your smartphone, tablet or computer with a webcam. It is easy, convenient and lets you receive the care you need when it fits your schedule. These LiveHealth Online visits are part of your Anthem health plan, and the cost depends on your benefits, copay and your percentage of the cost. You will see what you owe before you start a visit, or incur any costs.

Use LiveHealth Online to receive care for pink eye, sinus infections, sore throats, coughs, colds and more! Doctors can assess your condition and send prescriptions to the pharmacy you select, if needed.<sup>4</sup>

Or, if you are stressed, anxious or having a tough time, you can also use LiveHealth Online to talk with a licensed therapist. In most cases, you can make an appointment and see a therapist in four days or less.<sup>5</sup>

Weekend and evening appointments are available — just choose the therapist you would like to see to make your appointment online or call **1-888-LiveHealth (548-3432)**. You will see your cost before the visit starts. The cost for a LiveHealth Online Psychology visit may even be the same as what you would pay for an office therapy visit, depending on your benefits, copay and your percentage of the cost.

To start using LiveHealth Online, download the LiveHealth Online Mobile app or visit **livehealthonline.com** or **anthem.com/ca/CalPERS**, and register today.

## Know Your Cost

Did you know that different doctors, hospitals and facilities charge different amounts for the same services? Now you can know your cost before you set foot in a doctor's office. You can estimate your costs based on your plan benefits and then choose a doctor, hospital or facility that fits your budget. Visit **anthem.com/ca/CalPERS > Menu > Find Care and select your medical plan**. You will be prompted to log in or register. Then, you will be able to:

- Find doctors and see if they are accepting new patients.
- See what doctors, hospitals and facilities charge for common health care services and receive an estimate of how much you will pay.
- Review side-by-side cost comparisons of different doctors.

## 24/7 NurseLine

Have a question about a health issue? Can you treat a problem at home? Do you need to see your doctor or go to urgent care? Should you head straight to the emergency room (ER)?

Our registered nurses can answer your health questions any time of the day or night. Making the right choice can help you save time and money, and get the best possible care for you and your family.

To reach 24/7 NurseLine, call **1-800-700-9185**.

## Urgent care and quick care options

If you cannot see your doctor right away, you may have other options, such as an urgent care center, retail health clinic or walk-in doctor's office.

Use our Find Care tool at **anthem.com/ca/CalPERS** to find nearby doctors, clinics or urgent care centers. Or, if you have questions about where to get care, call 24/7 NurseLine at **1-800-700-9185**.



# Well-being resources

## Health Record

Having your health history in one secure location can help you keep your health records organized, safe, and within reach for emergencies and everyday use. You can enter information about your:

- Health conditions.
- Dates of shots (immunizations).
- Tests and screenings.
- Prescription and over-the-counter drugs and more.

Then, it is easy to print and share with your doctors to help avoid possible drug interactions and repeat tests or unnecessary procedures.

To access your Health Record, log in to [anthem.com/ca/CalPERS](https://anthem.com/ca/CalPERS) > **Care** > **Family Health Record**.

## Diabetes Prevention Program

This program is for members with prediabetes, a condition when a person has blood glucose (sugar) levels that are higher than normal, but not high enough to be diagnosed as diabetes. Many people with prediabetes will develop diabetes unless they take the right steps.

The Diabetes Prevention Program is conducted in person, online or a combination of both. It lasts for 12 months, with 16 sessions during the first six months and at least one session for the next six months. If you choose the in-person option, a trained lifestyle coach meets with you at a convenient location in your area.

To be eligible for this program, participants must:

- Be at least 18 years old.
- Have a body mass index (BMI) of at least 22 if Asian, or at least 24 if not Asian.
- Have a blood test result in the prediabetes range within the last year or be previously diagnosed with gestational diabetes.
- Have no previous diagnosis of diabetes.

If you have questions, call the Diabetes Prevention Program at **1-855-717-8813**. Or visit [solera4me.com](https://solera4me.com) to complete the one-minute quiz to find out if you are eligible for the program.





## Quest Diagnostics Biometric Screening program

CalPERS is offering biometric screenings through Quest Diagnostics to help you better understand your health and well-being. This program is available to CalPERS PPO members who are 18 and older.

You and your eligible family members have two ways to learn more about your health risks:

- Visit one of the Quest Diagnostics' 2,200 Patient Service Centers (PSCs).
- If a PSC is not close to you, order an at-home test kit that is sent to your home.

This service is part of your preventive care benefit, so there is no out-of-pocket cost to you. The screening includes:

- Blood pressure
- Height and weight for body mass index (BMI)
- Cholesterol screening
- Glucose and A1C testing

After completing your screening, you will get your personalized results both online and by mail. By focusing on your health risks, you can use the results and the tips provided to help improve your health.

Start by logging in to [anthem.com/ca/CalPERS](https://anthem.com/ca/CalPERS) > Menu > Health & Wellness > Biometric Screenings > About Biometric Screenings for Basic PPO members.

You will be redirected to Quest Diagnostics, where you will create an account to participate in the screening program.<sup>6</sup>

## SpecialOffers

With SpecialOffers, you can take advantage of discounts on products and services that help promote better health and well-being. For example, you can save on weight loss programs, vitamins, glasses, contact lenses and more. It is just one of the perks of being an Anthem member. To find the discounts that are available to you, log in to [anthem.com/ca/CalPERS](https://anthem.com/ca/CalPERS) > Care > Discounts.

## SilverSneakers fitness program

If you are enrolled in the Anthem PPO Supplement to Medicare plan, you can join the SilverSneakers fitness program for those who are 65 and older. You have unlimited access to participating gyms and fitness centers.

The program also offers classes for yoga, dance and more that are led by certified instructors at gyms and other places. To learn more, go to [silversneakers.com/starthere](https://silversneakers.com/starthere) and sign up.



## WISDOM Study

The Women Informed to Screen Depending on Measures of Risk (WISDOM) study is open to PPO Basic members. This personalized care approach will help improve access and use of preventive therapy for women with an elevated risk of breast cancer. By participating in the study, women will not only learn about their own breast health, but also contribute to scientific advancements in breast cancer screening that may impact women for generations to come.

WISDOM will help determine if personalized breast cancer screening achieves better outcomes than an annual screening by:

- Screening women at intervals based on their individual cancer risk.
- Improving compliance to recommended screening.
- Making better use of available resources to ensure women who are at highest risk get the care their need, and women at lower risk do not receive unnecessary care.
- Decreasing patient anxiety.

The study is led by clinicians and researchers across the University of California campuses. The study is open to women with no history of breast cancer and who are:

- Ages 40-74
- Residents of California

Any woman who fits these criteria can join regardless of where she receives her care. She does not need to change providers or come in to a study center. Participation is online and completely voluntary. Members can sign up at [wisdomstudy.org](http://wisdomstudy.org). You can also reach the study team at [info@wisdomstudy.org](mailto:info@wisdomstudy.org) or call **1-855-729-2844**.

Participants are asked to complete an online registration form, consent form and questionnaires. To help guide her care, each participant's doctor can access information collected as part of the study – like genetic test results and risk reports.





## Stronger Together

Stronger Together serves as an online resource for people facing cancer. It also covers other issues such as mental health, substance abuse and vaccinations. From helping you prepare for an upcoming appointment to providing treatment options, this website features useful interactive tools and valuable resources to guide all people affected by cancer.

Find digital tools to:

- Make shared treatment decisions.
- Prepare for care.
- Manage symptoms and concerns.
- Work on a care plan.
- Learn where to go for case management help.
- Get support resources for caregivers.

Stronger Together is a free resource available to everyone. To access the site, go to **[communityresources.anthem.com](https://communityresources.anthem.com)**.



## NOTES



[illegible]



1 Surgical decision support is provided by Welvie, an independent company.

2 One gift card per member, per year.

3 The SpineZone Online program is available at no cost for active CalPERS PPO members who are eligible for the program at the date of their SpineZone assessment.

4 Prescription availability is defined by physician judgment.

5 Appointments subject to the availability of a therapist. Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please call the National Suicide Prevention Lifeline, 1-800-273-TALK (1-800-273-8255) or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

6 Quest Diagnostics requires a registration key. Your registration key is "CalPERS" followed by the current year. For example: 2020, the key is CalPERS2020; in 2021, the key is CalPERS2021.

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

The SilverSneakers fitness program is provided by Tivity Health, an independent company. Tivity Health and SilverSneakers are registered trademarks or trademarks of Tivity Health, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries.  
© 2020 Tivity Health, Inc. All rights reserved.

Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensee of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.