

Personal Health Consultant Programs



Helping you stay your healthy best

Any way you look at it, your health is important

Everyone has different health needs and ways of learning. Whatever yours are, the Anthem Blue Cross and Blue Shield Personal Health Consultant program can help you. From online resources to personal attention from registered nurse consultants, these programs can help you stay healthy and make good personal care choices.

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 ER?

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

Behavioral Health

Coping with both mental health and medical conditions can be confusing and frustrating. Fortunately, you don't have to face these challenges alone. Anthem's Behavioral Health program is here to help. Licensed health professionals will work closely with you to make a plan for reaching your goals and overcoming barriers.

These professionals will also coordinate the services you get from other health providers, community and online resources, and they will help make sure you get the most from your benefits.

Chronic Care

If you or someone you love has a chronic health condition, Anthem's Personal Health Consultants can help. They help people of all ages manage the symptoms of asthma and diabetes. And they work closely with adults who are dealing with chronic obstructive pulmonary disease (COPD), heart failure and coronary artery disease (CAD).

With the Personal Health Consultant program, you'll get the information you need to feel your very best — day after day. Personal Health Consultants gather information from you and your doctor. Then they create a plan just for you.

You may need the Personal Health Consultant program if you have more than one health issue or a condition that could mean frequent or high levels of health care. This program can connect you, your family and your doctors with a Personal Health Consultant and other experts to help you reach your personal health goals and avoid costly hospital re-admissions.

Case Management

If you're coming home after surgery or a hospital stay, or even if you have a serious health condition, a Personal Health Consultant can help. There's no need to do anything; we'll call you. A nurse will call and go over your doctor's instructions about follow-up care and medicines and even give personal lifestyle coaching. Your consultant will answer any questions that you have and will even help coordinate the benefits for things like home therapy or medical supplies — so you can focus on getting better.

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End-Stage Renal Disease (ESRD)

If you have end-stage renal disease, your Personal Health Consultant can give you some extra support. A registered nurse consultant will work with you, your family and doctors to help with your day-to-day health care needs.

The Personal Health Consultant can help you:

- Schedule dialysis care and doctor visits.
- Follow your treatment plan and understand your medical equipment.
- Find helpful resources and information.

If you have ESRD, a Personal Health Consultant will call to ask if you want to be in the program.

Centers of Medical Excellence for Transplant Program

Transplants are a complex and highly specialized area of medical treatment. Anthem's Centers of Medical Excellence for Transplant (CME-T) program includes both CMEs and Blue Distinction Centers for transplant. Members have access to their transplant team and can speak with case managers who have expertise in this area.

Case managers will explain to members the details around their medical condition and their upcoming procedures. They will assist them with finding a place to stay for their families who live outside of the hospital (checking to see if the member has travel benefits) and will coordinate care with Anthem's specialty pharmacy services. Care begins right at the time a bone marrow/stem cell transplant is approved or, for other solid organ transplants, on the date of the actual transplant. A specific care plan is created for each member, customized to meet that member's specific needs.



For more information about our Personal Health Consultant programs, visit [anthem.com/kehpc](https://www.anthem.com/kehpc).

Future Moms

If you're expecting, your goal is to have a safe delivery and a healthy baby. Future Moms is a voluntary program to help you take care of your baby before you deliver. Sign up for Future Moms and you'll get:

- Access to talk to a Personal Health Consultant Maternity Nurse about your pregnancy, newborn care and much more. Each future mom (and dad) has access to a Personal Health Consultant Maternity Nurse during pregnancy.
- A copy of the best-selling book, *Mayo Clinic Guide to Healthy Pregnancy*.
- Access to dietitians, pharmacists and social workers, as needed.

Neonatal Intensive Care Unit (NICU)

Anthem's case management program for high-risk births begins by first working with members in the Future Moms maternity program. Future Moms helps mothers-to-be live healthy lives to help reduce the chances of pre-term births and avoid a baby needing care by the NICU team. The health of the mother is a big part of the health of the baby.

When a baby appears to be in need of care by the NICU team, nurses with neonatal and/or pediatric nursing experience start working with the family on an overall plan of care. They'll teach the family what steps to take when they take the baby home and what type of future care may be needed.

MyHealth Advantage

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

Here's how it works:

- **Tips to save money.** Learn how you can save money on your prescriptions and other health care services. For example, if you switch from a brand-name drug to a generic one, you often pay less.
- **Checkups, tests and exams.** If it's time for you to have an exam or test, Anthem will remind you to call your doctor. If their team identifies health opportunities that may benefit you, they will send you a MyHealth Note. This confidential and easy-to-read summary of your recent medical and pharmacy claims is sent directly to your home. It has great information to review and share with your doctors.