

# Looking for housing, work or more?



Anthem Community Resource Link is a site where you can search for free or low-cost local services that help with:

- Housing
- Jobs
- Education
- And more

**It's easy! Just enter your ZIP code and select the type of service you're looking for.**

You'll get information about organizations and agencies near you that can help.

**To learn more, visit**  
[anthembc.auntbertha.com](http://anthembc.auntbertha.com)  
or call 1-800-407-4627  
(TTY 1-888-757-6034).



# LiveHealth Online

Doctors 24/7 at no cost to you – sign up today!

Using LiveHealth Online, Anthem Blue Cross Medi-Cal members can visit with a doctor, therapist, psychologist or psychiatrist through live video from a smartphone, tablet or computer.

When you can't see your own doctor, use LiveHealth Online for non-emergency conditions like the flu, fevers, diabetes and pinkeye. Doctors can even send prescriptions directly to your pharmacy if needed.\*



**Sign up in minutes.** Just follow these easy steps:



**1.** Download the free **LiveHealth Online** mobile app or go to [livehealthonline.com](http://livehealthonline.com).

**2.** Choose **Sign Up** to create your LiveHealth Online Account.\*

\*You must be 18 or older to have your own account. A parent or guardian can add a child dependent to their account during the registration process or once they've logged in.

**3.** Enter your profile information. Here are some tips to help you fill this part out:

- **Current location:** Choose California.
- **Password:** Don't forget the password you create. You won't be asked to confirm your password.
- **Service key:** Leave blank.
- **Health plan:** Select Anthem Blue Cross Medi-Cal.
- **Insurance ID:** Enter the ID from your Anthem Blue Cross member ID card.

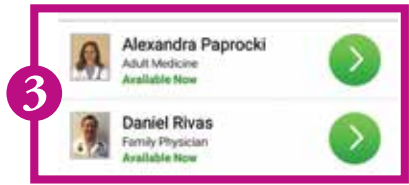
**4.** Tap **Continue** and you're in!

**Help for Wildfires**  
Medical

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

# Visiting with a doctor using LiveHealth Online is easy! Here's how:



1. Log in to LiveHealth Online using your username (email) and password.

2. Choose **LiveHealth Online Medical**

3. Pick a doctor who's right for you!

4. Select who the visit is for – example: your child. You can also invite a guest to your visit.

5. Share the reason for your visit.

6. Answer a few questions about your medical history – this information is kept private and only shared with the doctor you see through LiveHealth Online.

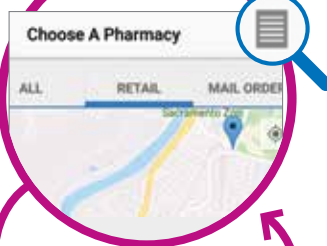
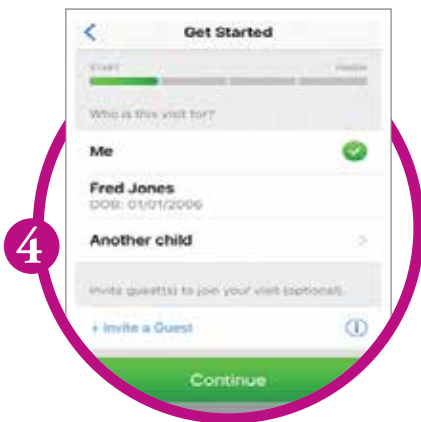
7. Find a pharmacy near you that works with our plan in case a prescription\* is needed.

**Make sure the pharmacy you pick is in our plan.** If you're not sure, call the Customer Care Center number on your member ID card or use the Provider Search tool at [www.anthem.com/ca/medi-cal](http://www.anthem.com/ca/medi-cal).

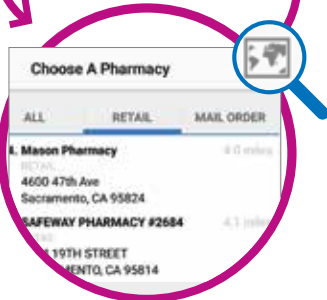
**Enter** your location (your city or ZIP code) and tap **Find Pharmacy**.

8. Review your insurance (health plan) information and make sure it's right.

9. Tap the **Continue** button to be placed into a virtual waiting room until your visit begins.



Tap the list icon in the upper right corner to see a list of pharmacies near you.



Or you can search for one using the map view.

**Need help using LiveHealth Online?**

Call 1-888-LiveHealth (TTY 711).

Don't wait until your next sick day.

**Sign up today!**



# Now available:

## California Medical Meals Program

### Have you heard about the California Medical Meals Program offered by Anthem?

It's a pilot program delivering medically tailored meals to eligible Medi-Cal Managed Care and L.A. Care members.

This program has limited space for enrollment and is available for a limited time only, so don't delay!

#### Eligibility criteria:

Members must have one of the following conditions:

- Congestive heart failure
- Gestational diabetes
- End-stage renal disease
- Hypertension

#### Participating counties:

- Alameda
- Fresno
- Kings
- Los Angeles
- Madera
- Sacramento
- San Francisco
- Santa Clara
- Tulare

Registering an eligible member is easy!  
Complete the *Medical Meals Referral Form* and email it securely to [CASpecialPrograms@anthem.com](mailto:CASpecialPrograms@anthem.com) or fax to 1-844-429-9626.



<https://mediproviders.anthem.com/ca>

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# Your community, your needs



We'll help you stay on top of your health care.

There is a lot to manage when it comes to health care, so we're here to help. Anthem Blue Cross community health workers can connect you with a variety of resources available in your community. We want to assist you with managing health tasks and overcoming roadblocks.

## A community health worker is your personal health advocate that can help you with:

- Understanding your health benefits
- Finding or changing your primary care physician (PCP)
- Scheduling medical appointments
- Communicating with your health care team
- Finding transportation to approved medical services
- Referrals from your PCP when you need specialty care for ongoing concerns
- And more



## Community health workers can also connect you with community resources that help with:

- Food
- Housing
- Financial assistance
- Legal aid
- Transportation
- Jobs
- Education
- And more



[www.anthem.com/ca/medi-cal](http://www.anthem.com/ca/medi-cal)



To request a community health worker at no charge to you, please call the Case Management Line at 1-877-264-4525.

# Free virtual health education classes

Anthem health educators can help you improve your health.

## January

| Monday | Tuesday   | Wed   | Thursday                        | Friday                              | Sat |
|--------|---|---|---------------------------------|-------------------------------------|-----|
| 4      | 5   | 6   | 7                               | 8                                   | 9   |
| 11     | 12<br>Living with Diabetes<br>Session 1<br>3:00PM | 13<br>Viviendo con Diabetes<br>Sesión 1<br>3:00PM | 14                              | 15                                  | 16  |
| 18     | 19<br>Living with Diabetes<br>Session 2<br>3:00PM | 20<br>Viviendo con Diabetes<br>Sesión 2<br>3:00PM | 21<br>Well-Woman Care<br>3:00PM | 22<br>Cuidado de la Mujer<br>3:00PM | 23  |
| 25     | 26<br>Living with Diabetes<br>Session 3<br>3:00PM | 27<br>Viviendo con Diabetes<br>Sesión 3<br>3:00PM | 28<br>Well-Woman Care<br>3:00PM | 29<br>Cuidado de la Mujer<br>3:00PM | 30  |



### How to register:

1. Click registration below for:

[Diabetes in English](#)

[Diabetes en Español](#)

[Well Woman in English](#)

[Cuidado de Mujer en Español](#)

Contact (559)331-4360 for any questions.

Classes are open to Anthem members and the community.

Anthem members can receive a special benefit. You can call Customer Care Center at 1-800-407-4627 for a free one-on-one session with a health educator.

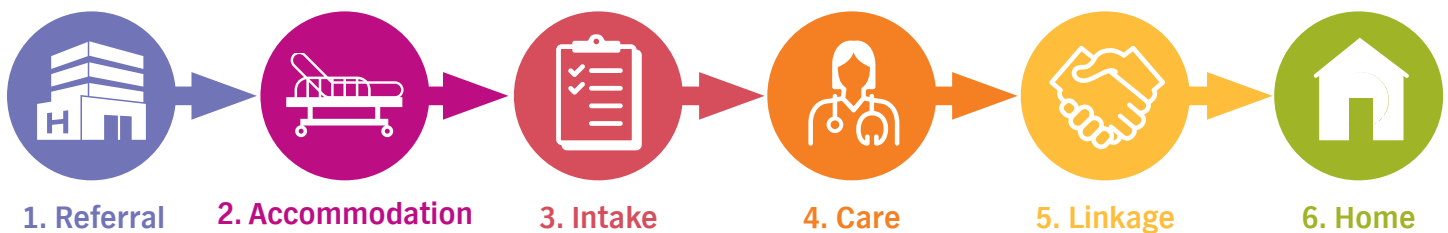


# Medical respite beds

offered by Anthem Blue Cross (Anthem) and the National Health Foundation

Recuperative care programs provide immediate housing, on-site medical oversight, case management and supportive social services for individuals experiencing homelessness who are transitioning out of an acute care hospital.

## What is recuperative care?



### Recuperative care consists of:

- A safe and supportive environment that allows individuals time to heal after a hospital discharge.
- Individual care planning with case managers and social workers.
- Community spaces for activities and events.
- Healthy and comforting meals.
- Clothing and hygiene supplies.

## How can this help me discharge my patient?

If you answer **yes** to all of the below questions, your patient may be eligible for medical respite:

- Is your patient a Medi-Cal Managed Care member?
- Is the member homeless?
- Does the member need medical oversight postdischarge?

Simply fill out the referral and consent forms provided by Anthem and return them to Anthem Special Programs at [CASpecialPrograms@anthem.com](mailto:CASpecialPrograms@anthem.com)

For more information, call Liz Gutierrez at **1-626-344-1921**.

<https://mediproviders.anthem.com/ca>

## Registered dietitian counseling now available under Health Education

Anthem Blue Cross (Anthem) has contracted with Independent Living Systems\* (ILS) to launch a Nutrition Counseling Program conducted by registered dietitians (RDs) who will provide nutritional support counseling to help individuals achieve their nutrition goals.

ILS was founded in 2001 and is one of the nation's largest nutritional providers of nutritional support services, with a mission to transform overall health and improve quality of life.

### What is the purpose of the program?

Health Education is a covered benefit that includes health education classes, one-to-one health coaching and educational materials in multiple languages. Anthem will now provide access to nutritional counseling from registered dietitians through ILS.

Registered dietitians will provide the following services to each member referred for nutrition counseling:

- One-to-one telehealth nutritional education and counseling on basic principles of a healthy diet and complex nutrition services for diseases such as diabetes, pre-diabetes, pregnancy, hypertension, kidney disease, etc.
- In-depth sessions for initial and follow-up nutrition assessments:
  - To assess opportunities for diet and health improvement
  - To better understand the member's situation and health condition needs
  - To set nutritional goals, and develop and implement individualized nutrition plans
- Provide nutritional handouts and materials to members to reinforce knowledge and understanding
- Dietitian who monitors, supports and ensures members are on the path to making the right nutritional decisions for their overall health long term

### How will it work?

To refer members, please use the [\*Anthem Health Education and Cultural and Linguistic Services Referral Form\*](#).

- Mark **Nutrition** on the list of requested services.
- Indicate in the comments box specifically what type of nutrition services are being requested (for example, general counseling, chronic disease nutrition counseling and weight management).

### What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call one of our Medi-Cal Customer Care Centers at **1-800-407-4627** (outside L.A. County) or **1-888-285-7801** (inside L.A. County).

\* Independent Living Systems is an independent company providing nutritional support services on behalf of Anthem Blue Cross.

<https://mediproviders.anthem.com/ca>



# You're going places. Let us help you get there.

Trouble getting to the doctor should never stand between you and your health. We help Medi-Cal members get where they need to be. We'll help you get to medical and non-medical appointments and services.

## To get a ride:

1. Call Anthem Blue Cross Transportation Reservations at **1-877-931-4755** at least 5 business days before your appointment, not including the day you call, weekends or holidays.
2. Give the member ID # listed on your member ID card.
3. If it's your first time calling, give your primary care doctor's name, phone and fax numbers. You must also give the name of the doctor you are visiting and his or her address.

[www.anthem.com/ca/medi-cal](http://www.anthem.com/ca/medi-cal)

## Questions?

If you live in Los Angeles, call us at 1-888-285-7801 (TTY 711). All others should call 1-800-407-4627 (TTY 1-888-757-6034). We're available Monday through Friday from 7 a.m. to 7 p.m. Pacific time.



Anthem Blue Cross follows Federal civil rights laws. We don't discriminate against people because of their:

- Race • Color • National origin • Age • Disability • Sex

Do you need help with your health care, talking with us or reading what we send you? 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 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos, incluyendo Braille, letras grandes y audio sin costo para usted. Llámenos a la línea gratuita al 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

您在醫療保健、向我們諮詢、或是閱讀我們寄給您的資料時有需要任何的幫助嗎？我們以其他語言和格式提供我們的資料，包括點字、大型字體印刷和音訊格式，您無需支付任何費用。請撥打免費電話 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal)。

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