



Vision Coverage

A guide to your benefits

Blue View Vision

IATSE National Health & Welfare Fund





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Vision benefits **(for plan A, C1, C2, Triple-S, & Retirees)**

Eye care is important to your whole health

When you choose Blue View Vision, you'll be covered for routine eye exams and receive an annual allowance for eyeglasses or contact lenses. The plan features additional plan benefits to help you save even more, such as discounts on lens upgrades and extra pairs of glasses.

Save money by using an independent eye doctor, retail store, or online option that's in your plan's network. If traveling abroad, you'll have access to translation support and resources as needed.

Your vision benefits include:

- One eye exam each year through the Blue View Vision network at no extra cost. This is a complete eye exam that includes dilation and a vision test.

If you choose eyeglasses, your plan includes:

- An annual frame allowance, savings on lens options and upgrades, and enhanced benefits at no extra cost, such as factory scratch coating.
- Discounts off the balance if you buy glasses that cost more than your benefit allowance, additional pairs of glasses, and noncovered upgrades and accessories.

If you choose contact lenses, you'll receive:

- A contact lens allowance.
- A discount off the balance if you buy conventional contact lenses that cost more than your benefit allowance.



Keep an eye on your health

Routine eye checkups go beyond making sure you're seeing clearly. They can also catch other health issues early, such as diabetes, high blood pressure, high cholesterol, and autoimmune diseases.*

Group Name: IATSE National Health & Welfare Fund

Welcome to your Blue View Vision plan!

You have many choices when it comes to using your benefits. As a Blue View Vision plan member, you have access to one of the nation's largest vision networks. You may choose from many private practice doctors, local optical stores, and national retail stores including LensCrafters®, Target Optical®, and most Pearle Vision® locations. You may also use your in-network benefits to order eyewear online at Glasses.com and ContactsDirect.com. To locate a participating network eye care doctor or location, log in at www.anthem.com, or the Sydney app. You may also call member services for assistance at 1-877-635-6403

Out-of-Network – If you choose to, you may instead receive covered benefits outside of the network. Just pay in full at the time of service, obtain an itemized receipt, and file a claim for reimbursement up to your maximum out-of-network allowance.

Blue View Vision plan benefits	In-Network	Out-of-Network	Frequency
Routine Eye Exam			
A comprehensive eye examination (pediatric)	\$0 copay	Up to \$42 reimbursement	Once every 12 months
A comprehensive eye examination (adults)	\$0 copay	Up to \$42 reimbursement	Once every 12 months
Eyeglass Frames			
One pair of eyeglass frames (pediatric)	\$110 allowance, then 20% off any balance	Up to \$45 reimbursement	One every 12 months
One pair of eyeglass frames (adults)	\$110 allowance, then 20% off any balance	Up to \$45 reimbursement	One every 24 months
Eyeglass Lenses (instead of contact lenses)			
One pair of standard plastic prescription lenses:			
• Single vision lenses (pediatric)	\$0 copay	Up to \$40 reimbursement	One every 12 months
• Bifocal lenses (pediatric)	\$0 copay	Up to \$60 reimbursement	
• Trifocal lenses (pediatric)	\$0 copay	Up to \$80 reimbursement	
• Lenticular lenses (pediatric)	\$0 copay	Up to \$125 reimbursement	
• Single vision lenses (adults)	\$0 copay	Up to \$40 reimbursement	One every 24 months
• Bifocal lenses (adults)	\$0 copay	Up to \$60 reimbursement	
• Trifocal lenses (adults)	\$0 copay	Up to \$80 reimbursement	
• Lenticular lenses (adults)	\$0 copay	Up to \$125 reimbursement	
Contact Lenses¹ (instead of eyeglass lenses)			
• Elective conventional (non-disposable) (pediatric); OR	\$115 allowance, 15% off any balance	Up to \$105 reimbursement	Once every 12 months
• Elective disposable (pediatric); OR	\$115 allowance (no additional discount) Covered in full	Up to \$105 reimbursement Up to \$225 reimbursement	
• Non-elective (medically necessary) (pediatric)			Once every 24 months
• Elective conventional (non-disposable) (adults); OR	\$115 allowance, 15% off any balance	Up to \$105 reimbursement	
• Elective disposable (adults); OR	\$115 allowance (no additional discount) Covered in full	Up to \$105 reimbursement Up to \$225 reimbursement	
• Non-elective (medically necessary) (adults)			

¹ Contact lens allowance will only be applied toward the first purchase of contacts made during a benefit period. Any unused amount remaining cannot be used for subsequent purchases in the same benefit period, nor can any unused amount be carried over. This Blue View Vision plan is a primary vision care benefit plan intended to cover only routine eye care services. If you need medical treatment for your eyes, visit a participating eye care doctor from your medical network. Benefits are payable only for expenses incurred while the group and insured person's coverage is in force. This is a preliminary overview of your vision plan benefits based on the vision proposal issued to the group. It is subject to change pending issuance of the employer group policy and certificate. A formal Summary of Benefits will be issued reflecting the final terms and conditions of coverage. All terms and conditions of coverage, including benefits and exclusions, are contained in the employer group policy, which shall control in the event of a conflict with this overview.

EXCLUSIONS & LIMITATIONS (not a comprehensive list - please refer to the member certificate of coverage for a complete list):

Combined Offers. Not to be combined with any offer, coupon, or in-store advertisement

Excess Amounts. Amounts in excess of covered vision expense.

Not Specifically Listed. Services not specifically listed in this plan as covered services

Non-Prescription Lenses. Any non-prescription lenses, eyeglasses or contacts, plano lenses or lenses with no refractive power.
Orthoptics. Orthoptics or vision training and any associated supplemental testing.

OUT-OF-NETWORK

If you choose to receive covered services or purchase covered eyewear from an out-of-network provider, network benefits and discounts will not apply. You will be responsible for payment of services and/or eyewear materials at the time of service. Please complete an out-of-network claim form and submit it along with your itemized receipt to the fax number, email address, or mailing address below. To download a claim form, log in at www.anthem.com, or from the home page menu under Support, select Forms, click change State to choose your state, and then scroll down to Claims and select the Blue View Vision Out-Of-Network Claim form. You may also call members services at 1-877-635-6403 to request a claim form.

FAX: 866-293-7373

EMAIL: oonclaims@eyewearspecialoffers.com

MAIL: Blue View Vision, Attn: OON claims, PO Box 8504, Mason, OH 45040-7111

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Group Name: IATSE National Health & Welfare Fund (for plan A, C1, C2, Triple-S, & Retirees)

Proposed Blue View Vision plan design

Additional savings available from Insight in-network providers

When obtaining covered eyewear from a Blue View Vision provider, members may choose to upgrade their new eyeglass lenses at a discounted cost. Costs shown are after any applicable eyeglass lens copayment.

Blue View Vision plan benefits	In-Network Member Copay	Out-of-Network	Frequency
Eyeglass Lens Enhancements			
<ul style="list-style-type: none"> Transitions Lenses (pediatric) Standard polycarbonate (pediatric) Factory scratch coating (pediatric) Transitions Lenses (adults) Standard polycarbonate (adults) Factory scratch coating (adults) 	\$65 \$0 \$0 \$65 \$30 \$0	N/A N/A N/A N/A N/A N/A	Same as covered eyeglass lenses
<ul style="list-style-type: none"> Progressive Lenses* <ul style="list-style-type: none"> Standard Premium Tier 1 Premium Tier 2 Premium Tier 3 Premium Tier 4 	\$0 \$80 \$90 \$105 \$170	Up to \$60 reimbursement Up to \$60 reimbursement Up to \$60 reimbursement Up to \$60 reimbursement Up to \$60 reimbursement	Same as covered eyeglass lenses
<ul style="list-style-type: none"> Anti-Reflective Coating† <ul style="list-style-type: none"> Standard Premium Tier 1 Premium Tier 2 Premium Tier 3 	\$35 \$47 \$58 \$75	N/A N/A N/A N/A	Same as covered eyeglass lenses
<ul style="list-style-type: none"> Tint (Solid and Gradient) UV Coating (adults) Intermediate Lenses High Index Blended Segments Other lens upgrades and add-ons 	\$0 \$0 \$0 \$55 \$0 20% off retail price	N/A N/A N/A N/A N/A N/A	Same as covered eyeglass lenses
<ul style="list-style-type: none"> Retinal Imaging (obtained at same time as covered eye exam) 	Up to \$39	N/A	
<ul style="list-style-type: none"> Standard contact lens fitting and follow-up after comprehensive eye exam** Premium contact lens fitting and follow-up after comprehensive eye exam‡ 	Up to \$0 10% off retail price	N/A N/A	
<ul style="list-style-type: none"> Additional supplies of conventional contact lenses after benefits have been used Additional complete pairs of eyeglasses Eyeglass materials purchased separately Other items including most non-prescription sunglasses, eyewear accessories such as lens cleaning supplies, contact lens solutions, eyeglass cases, etc. 	15% off retail price 40% off retail price 20% off retail price 20% off retail price	N/A N/A N/A N/A	

* Please ask your provider for his/her recommendation as well as the available progressive brands by tier

† Please ask your provider for his/her recommendation as well as the available anti-reflective brands by tier.

** Standard fitting includes spherical clear lenses for conventional wear and planned replacements. Examples include, but are not limited to disposable and frequent replacement.

‡ Premium fitting includes all lens designs, materials and specialty fittings other than standard contact lenses. Examples include but are not limited to toric and multifocal.

Discounts are subject to change without notice. Discounts are not covered benefits under your vision plan and will not be listed in your certificate of coverage. Discounts will be offered from in-network providers, except where state law prevents discounting of products and services that are not covered benefits under this plan. Discounts on frames will not apply if the manufacturer has imposed a no discount on sales at retail and independent provider locations. Some of our in-network providers include:



Savings on items like additional eyewear after your benefits have been used, non-prescription sunglasses, hearing aids, and even LASIK laser vision correction surgery are available through a variety of vendors. Just log in at www.anthem.com, select discounts, then Vision, Hearing & Dental. Discounts cannot be combined with any other offer or used in conjunction with your covered benefits.

Transitions and the swirl are registered trademarks of Transitions Optical, Inc.

Anthem Blue Cross and Blue Shield is the trade name of Anthem HealthChoice HMO, Inc. and Anthem HealthChoice Assurance, Inc. Anthem Blue Cross and Blue Shield HP is the trade name of Anthem HP, LLC. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.



Blue View Vision



Benefits that focus on your eye care

Many of us put our vision to the test every day with reading, driving, and spending time on a computer or phone. That's why we want to make it easier for you to take care of your eyes — and help catch health issues earlier.

Working together for your total health

Eye doctors are often the first to find signs of chronic health conditions, such as diabetes, high blood pressure, and high cholesterol¹ — all through an eye exam. So, if they notice any signs of one of these conditions during your eye checkup, they can share that information with your primary care doctor to get a better picture of your overall health.

Accessible care on your terms

Blue View Vision gives you options to receive care when and where you need it with one of the nation's largest vision networks.

- **More doctors and locations.** With over 43,000 eye doctors and other eye care providers at more than 36,000 locations² in your plan's network, you're sure to find care that's close to home or work. Within that network is a group of 11,300 Blue View Vision PLUS providers who can help you make the most of your benefits to save money on your eye care.
- **Convenience and flexibility.** Visit an independent eye doctor or choose from a variety of popular regional and national retail and online stores included in our standard network. Many of these stores have evening and weekend hours to work with most schedules.

Eyewear to fit your style

Access eye care and buy eyewear at a price that works with your budget. Keep in mind you'll receive discounts³ when you go to an independent eye doctor or optical retail store that's in your plan's network. You can also include the following options at no additional cost:

- Factory scratch coating on standard/basic eyeglass lenses.
- Polycarbonate and Transitions® lenses for covered dependents under age 19.



LENSCRAFTERS®



Use the Find Care tool at [anthem.com](https://www.anthem.com) to find a vision provider

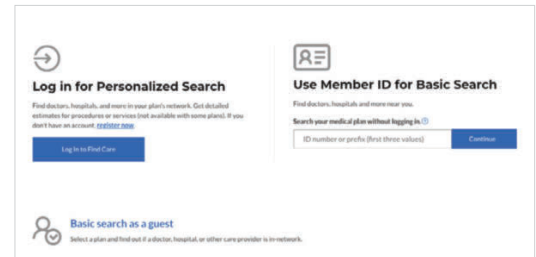
Anthem's Find Care tool was created to make it easy to find the care you need.

Use this quick step-by-step guide to help you find care.

Step 1

Go to [anthem.com/find-care](https://www.anthem.com/find-care).

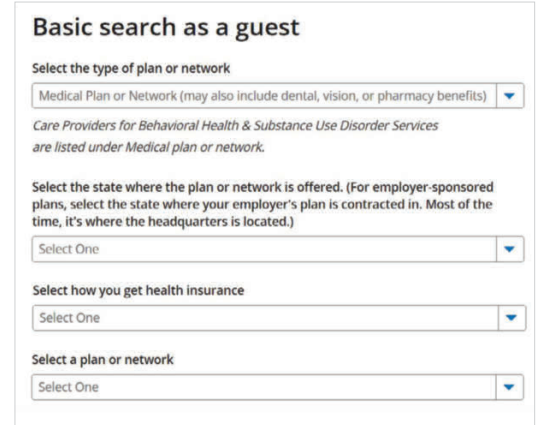
- For guests — Choose **Basic search as a guest**.
- For members — You can either select **Log in for Personalized Search** on the left or you can search without logging in by selecting **Use Member ID for Basic Search** on the right.



Step 2

Scroll down and complete the following fields:

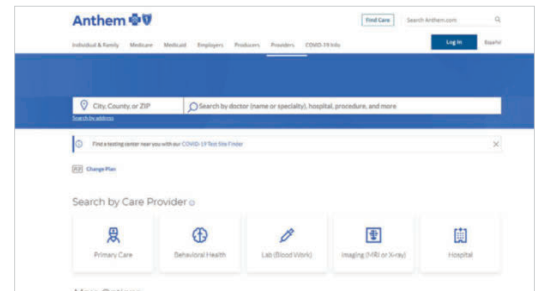
- Select the type of plan or network — Use the drop-down menu to choose **vision Plan or Network**.
- Select the state — Use the drop-down menu to choose **New York**
- Select how you get health insurance — Use the drop-down menu to choose **Vision**
- Select a plan or network — Use the drop-down menu to choose **Blue View Vision Insight**
- Select the **Continue** button.



Step 3

Enter the city, county, or ZIP code on the top left. You now have two options to narrow your search:

- **Option 1** — Enter a care provider by name or specialty in the search box. The results will appear below the *search box*, where you can select the name for more details about the care provider.
- **Option 2** — **Search by Care Provider**. Select the icon of the type of care provider you're looking for. The results will appear on a new screen, and you can select the care provider name for additional details.



Step 4

View your search results:

- Choose the printer icon to print the results of your search, or select the email icon to email the search results.
- Select a care provider name to see more details.
- Choose **Back to Find Care** on the upper left or **Back** button at the bottom of the screen to return to your results.



We are here to help

If you have questions, please call Member Services using the phone number listed on the back of your health plan ID card.



Save money

with SpecialOffers and discounts

As part of your health plan, you qualify for discounts on products and services that help promote better health and well-being. These discounts are available through SpecialOffers, which can help you save money while taking care of your health.



Vision, hearing, and dental

Eyewear

Glasses.com® and 1-800 CONTACTS®

Shop for the latest brand-name frames at a fraction of the cost of similar frames from other retailers. You also can receive additional savings on orders of \$100 or more, plus no-cost shipping and returns.

EyeMed

Take advantage of discounts on new glasses, nonprescription sunglasses, and eyewear accessories.

LASIK

Premier LASIK Network

Save on LASIK when you choose any featured Premier LASIK Network provider.

TruVision

Save on LASIK eye surgery at over 1,000 locations.

Hearing

NationsHearing®

Receive hearing screenings and in-home service at no additional cost. You can also receive hearing aids at a discounted rate.

Hearing Care Solutions

Receive no-cost hearing exams and discounts on hearing aids. Hearing Care Solutions has 3,100 locations and eight manufacturers. They also offer a three-year warranty, batteries for two years, and unlimited visits for one year.

Amplifon

Save on top-quality care and receive ongoing service and support for your hearing aids.

Dental

RefreshaDent

Save on premium dentures sent direct to your home. You can receive a 50% discount on a lifetime warranty. This program includes a lifetime digital record of your dentures for easy replacement.



Fitness and Health

Fitness

Active&Fit Direct™

Choose from thousands of participating gyms nationwide with no long-term contracts or annual fees, or get fit at home with access to 12,000+ on-demand workout videos at no cost.

Fitbit®

Work toward your fitness goals with Fitbit trackers and find smartwatches that fit your lifestyle and budget.

Garmin®

Discover discounts available on select Garmin wellness devices.

Husk Wellness

GlobalFit, by Husk Wellness, offers discounts on gym memberships, fitness equipment and technology, nutrition and mental health services, and virtual wellness solutions.

Health

Ahara

With a personalized nutrition plan, you can improve your health by discovering key nutrients your body needs along with hidden health risks. This includes a personalized meal plan tailored to your health goals and symptoms.

ChooseHealthy®

Find discounts on acupuncture, chiropractic, massage, podiatry, physical therapy, and nutritional services. You also have discounts on fitness equipment, wearable health trackers, and health products such as vitamins and nutrition bars.

LifeMart®

Receive deals on beauty and skin care, diet plans, fitness club memberships and plans, personal care, spa services, yoga classes, sports gear, and vision care.

▶ Learn more about SpecialOffers

Log in to [anthem.com](https://www.anthem.com), choose Care, and select Discounts.

Family and home

Family

23andMe®

Save on health and ancestry kits to learn about your wellness, ancestry, and more.

WINFertility®

Save up to 40% on infertility treatment. WINFertility helps make quality treatment more affordable.

Home

Nationwide® pet insurance

Receive discounts when you enroll through your company or organization. Additional savings are available when you enroll multiple pets.

ASPCA® Pet Health Insurance

Find reduced rates on pet insurance and choose from three levels of care, including flexible deductibles and custom reimbursements.

Medicine and treatment

Medicine

Puritan's Pride®

Choose from a large selection of discounted vitamins, minerals, and supplements.

Allergy Control Products and National Allergy Supply™

Save on select doctor-recommended products, such as allergy-friendly bedding, air purifiers and filters, and asthma products. Some orders qualify for no-cost ground shipping within the contiguous U.S.

Treatment

The Living Well Courses

Choose one of the online wellness programs and save on coaching to help you lose weight, stop smoking, manage stress or diabetes, restore sound sleep, or address alcohol or substance dependence.

BREVENA

Enjoy a discount on BREVENA skin care creams and balms for smooth, rejuvenated skin from head to toe.



The Sydney Health mobile app makes healthcare easier

Access personalized health and wellness information wherever you are



Use SydneySM Health to keep track of your health and benefits — all in one place. With a few taps, you can quickly access your plan details, Member Services, virtual care, and wellness resources. Sydney Health stays one step ahead — moving your health forward by building a world of wellness around you.

Find Care

Search for doctors, hospitals, and other healthcare professionals in your plan's network and compare costs. You can filter providers by what is most important to you, such as gender, languages spoken, or location. You'll be matched with the best results based on your personal needs.

My Health Dashboard

Use My Health Dashboard to find news on health topics that interest you, health and wellness tips, and personalized action plans that can help you reach your goals. It also offers a customized experience just for you, such as syncing your fitness tracker and scanning and tracking your meals.

Chat

If you have questions about your benefits or need information, Sydney Health can help you quickly find what you're looking for and connect you to an Anthem representative.

Virtual Care

Connect directly to care from the convenience of home. Assess your symptoms quickly using the Symptom Checker or talk to a doctor via chat or video session.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2024 The Virtual Primary Care experience is offered through an arrangement with Hydrogen Health.

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Community Resources

This resource center helps you connect with organizations offering no-cost and reduced-cost programs to help with challenges such as food, transportation, and child care.

My Health Records

See a full picture of your family's health in one secure place. Use a single profile to view, download, and share information such as health histories and electronic medical records directly from your smartphone or computer.

¿Prefieres obtener información en español?

Tienes opciones. Si tu teléfono móvil ya está configurado en español, la aplicación Sydney Health también estará en español. Si no es así, selecciona el **menú** dentro de la aplicación Sydney Health y elige **el idioma de la aplicación**. También puedes visitar anthem.com/es.



Download the Sydney Health app today

Use the app anytime to:

- Find care and compare costs.
- See what's covered and check claims.
- View and use digital ID cards.
- Check your plan progress.
- Fill prescriptions.



Scan the QR code to download the Sydney Health app.

You can also set up an account at anthem.com/register to access most of the same features from your computer.

Register with us

for quick, secure, digital access to all your plan information

Keep on top of your health benefits with 24/7 access to your plan details. Register on our SydneySM Health app or through our website at [anthem.com/register](https://www.anthem.com/register) so your account is ready to use when you need it. **There is no cost, and it only takes a few minutes.**

Once you're registered, you'll have one place you can go for all your plan and benefits information. You can review coverage and claims, find care, estimate cost of care, and access your digital plan ID card.

Have your plan ID card ready to get started

- 1 Download our free Sydney Health app and select **Register new account** or go to [anthem.com/register](https://www.anthem.com/register).
- 2 Select your identification type (in most cases, this is your member ID).
- 3 Enter your plan ID number, full name, and date of birth.
- 4 Follow the one-time security prompt and create a username and password. (You'll use the same login information when you log in to either the app or website.)
- 5 Review your information to complete your registration.



Scan this QR code with your phone's camera to **download our Sydney Health app** today.



On-screen experiences may vary due to personalization, benefit plans, and ongoing enhancements.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

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Protecting your privacy

How we keep your information safe and secure

As a member, you have the right to expect us to protect your personal health information. We take this responsibility very seriously, following all state and federal laws, as well as our own policies.

You also have certain rights and responsibilities when receiving your healthcare. To understand how we protect your privacy, rights, and responsibilities when receiving healthcare, and your rights under the Women's Health and Cancer Rights Act, go to [anthem.com/privacy](https://www.anthem.com/privacy). For a printed copy, please contact your benefits administrator or Human Resources representative.

How we help manage your care

To see if your health benefits will cover a treatment, procedure, hospital stay, or medicine, we use a process called utilization management (UM). Our UM team is made up of doctors and pharmacists who want to be sure you receive the best treatments for certain health conditions. They review the information your doctor sends us before, during, or after your treatment. We also use case managers. They're licensed healthcare professionals who work with you and your doctor to help you manage your health conditions. They also help you better understand your health benefits.

For additional information about how we help manage your care, go to [anthem.com/memberrights](https://www.anthem.com/memberrights). To request a printed copy, please contact your benefits administrator or Human Resources representative.

Special enrollment rights

Open enrollment usually happens once a year. That's the time you can choose a plan, enroll in it, or make changes to it. If you choose not to enroll, there are special cases when you're allowed to enroll during other times of the year:

- **If you had another health plan that was canceled.** If you, your dependents, or your spouse are no longer eligible for benefits with another health plan (or if the employer stops contributing to that health plan), you may be able to enroll with us. You must enroll within 31 days after the other health plan ends (or after the

employer stops paying for the plan). For example: You and your family are enrolled through your spouse's health plan at work. Your spouse's employer stops paying for health coverage. In this case, you and your spouse, as well as other dependents, may be able to enroll in one of our plans.

- **If you have a new dependent.** You gain new dependents from a life event, such as marriage, birth, adoption, or if you have custody of a minor and an adoption is pending. You must enroll within 31 days after the event. For example: If you marry, your new spouse and any new children may be able to enroll in a plan.
- **If your eligibility for Medicaid or SCHIP changes.** You have a special period of 60 days to enroll after:
 - You (or your eligible dependents) lose Medicaid or the State Children's Health Insurance Program (SCHIP) benefits because you're no longer eligible.
 - You (or your eligible dependents) become eligible to receive help from Medicaid or SCHIP for paying part of the cost of a health plan with us.

For full details, read your plan document, which has all the details about your plan. You can find it on [anthem.com](https://www.anthem.com).

We're here for you – in many languages

The law requires us to include a message in all of these different languages. Curious what they say? Here's the English version: "You have the right to get help in your language for free. Just call the Member Services number on your ID card." Visually impaired? You can also ask for other formats of this document.

Spanish

Usted tiene derecho a recibir ayuda en su idioma en forma gratuita. Simplemente llame al número de Servicios para Miembros que figura en su tarjeta de identificación.

Chinese

您有權免費獲得透過您使用的語言提供的幫助。請撥打您的ID 卡片上的會員服務電話號碼。若您是視障人士，還可索取本文件的其他格式版本。

Vietnamese

Quý vị có quyền nhận miễn phí trợ giúp bằng ngôn ngữ của mình. Chỉ cần gọi số Dịch vụ dành cho thành viên trên thẻ ID của quý vị. Bị khiếm thị? Quý vị cũng có thể hỏi xin định dạng khác của tài liệu này."

Korean

귀하는 자국어로 무료 지원을 받을 권리가 있습니다. ID 카드에 있는 멤버 서비스번호로 연락하십시오.

Tagalog

May karapatan ka na makakuha ng tulong sa iyong wika nang libre. Tawagan lamang ang numero ng Member Services sa iyong ID card. May kapansanan ka ba sa paningin? Maaari ka ring humiling ng iba pang format ng dokumentong ito.

Russian

Вы имеете право на получение бесплатной помощи на вашем языке. Просто позвоните по номеру обслуживания клиентов, указанному на вашей идентификационной карте. Пациенты с нарушением зрения могут заказать документ в другом формате.

Armenian

Դուք իրավունք ունեւ ստանալ անվար օգնութեան ձեր լեզվով: Պարզապէս զանգահարե՛ք Անդամների սպասարկման կենտրոն, որի հեռախոսահամարը նշուած է ձեր ID քարտի վրա:

Farsi

“شما این حق را دارید تا به صورت رایگان به زبان مادری تان کمک دریافت کنید. کافی است با شماره خدمات اعضا (Member Services) درج شده روی کارت شناسایی خود تماس بگیرید.” “دچار اختلال بینایی هستید؟ می توانید این سند را به فرمت های دیگری نیز درخواست دهید.”

French

Vous pouvez obtenir gratuitement de l'aide dans votre langue. Il vous suffit d'appeler le numéro réservé aux membres qui figure sur votre carte d'identification. Si vous êtes malvoyant, vous pouvez également demander à obtenir ce document sous d'autres formats.

Arabic

لك الحق في الحصول على مساعدة بلغتك مجاناً. ما عليك سوى الاتصال برقم خدمة الأعضاء الموجود على بطاقة الهوية. هل أنت ضعيف البصر؟ يمكنك طلب أشكال أخرى من هذا المستند.

Japanese

お客様の言語で無償サポートを受けることができます。IDカードに記載されているメンバーサービス番号までご連絡ください。

Haitian

Se dwa ou pou w jwenn èd nan lang ou gratis. Annik rele nimewo Sèvis Manm ki sou kat ID ou a. Èske ou gen pwoblèm pou wè? Ou ka mande dokiman sa a nan lòt fòm tou.

Italian

Ricevere assistenza nella tua lingua è un tuo diritto. Chiama il numero dei Servizi per i membri riportato sul tuo tesserino. Sei ipovedente? È possibile richiedere questo documento anche in formati diversi.

Polish

Masz prawo do uzyskania darmowej pomocy udzielonej w Twoim języku. Wystarczy zadzwonić na numer działu pomocy znajdujący się na Twojej karcie identyfikacyjnej.

Punjabi

ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮੁਫਤ ਵਿੱਚ ਮਦਦ ਹਾਸਲ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੈ। ਬਸ ਆਪਣੇ ਆਈਡੀ ਕਾਰਡ ਤੇ ਦਿੱਤੇ ਸੇਵਿਸ ਨੰਬਰ ਤੇ ਕਾਲ ਕਰੋ। ਨਜ਼ਰ ਕਮਜ਼ੋਰ ਹੈ? ਤੁਸ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਹੋਰ ਰੂਪਾਂਤਰ ਮੰਗ ਸਕਦੇ ਹੋ।

TTY/TTD:711

It's important we treat you fairly

We follow federal civil rights laws in our health programs and activities. By calling Member Services, our members can get free in-language support, and free aids and services if you have a disability. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711). If you think we failed in any of these areas, you can mail a complaint to: Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279, or directly to the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201. You can also call 1-800- 368-1019 (TDD: 1-800-537-7697) or visit

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>



Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

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