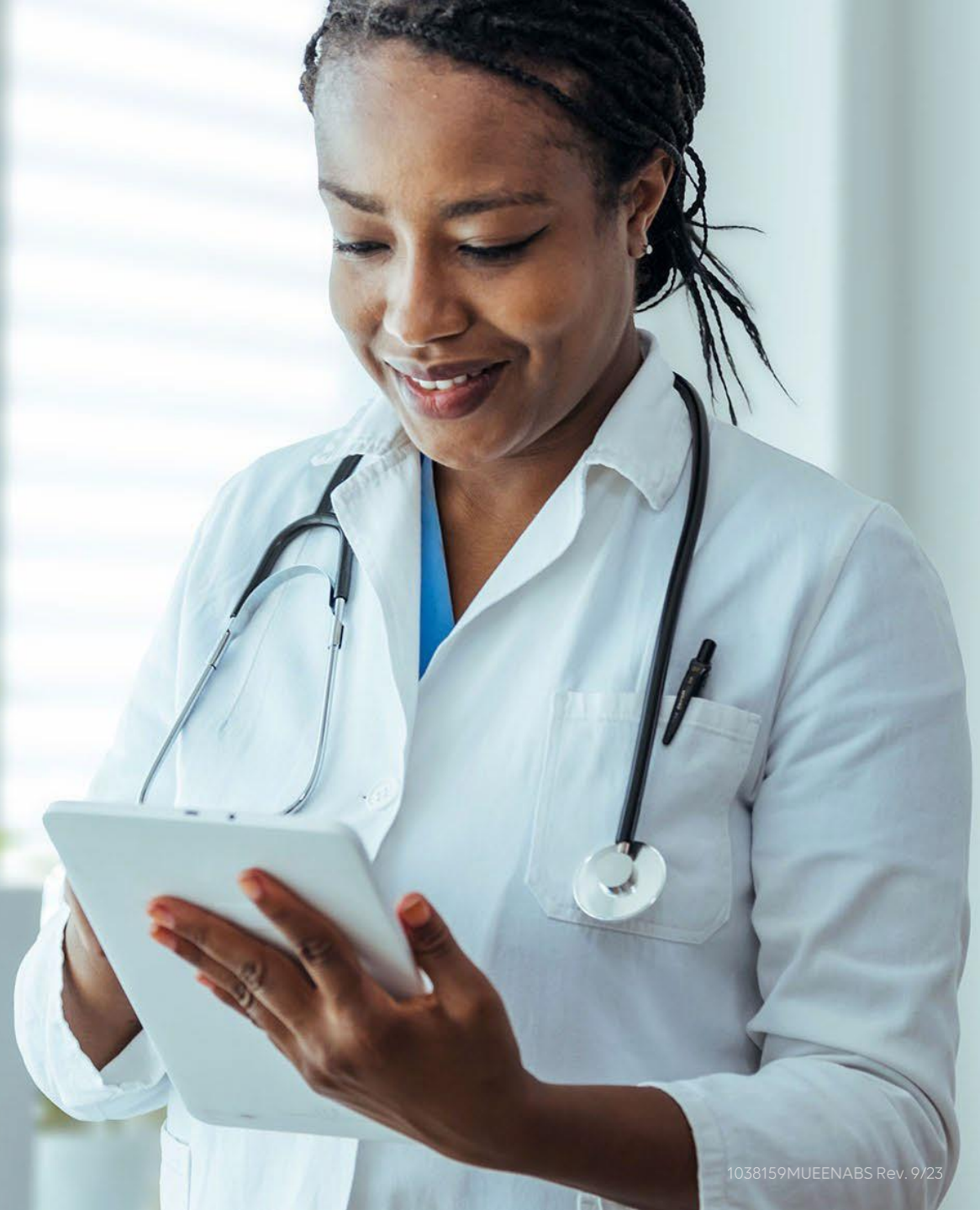




A complete

# Virtual Care Solution

Simplicity, experience, and savings with next-level virtual care



# It's time for a more effective approach to virtual care

## Challenge: filling the primary care gap

Due to the nationwide shortage of primary care doctors, wait times are longer and other telehealth options are unable to fully treat a range of primary care needs.

Only  
**44.7%**  
of primary care  
needs are  
being met<sup>1</sup>

The U.S. is expected to experience  
a potential shortage of between  
**17,800 to 48,000**  
primary care doctors by 2034<sup>2</sup>

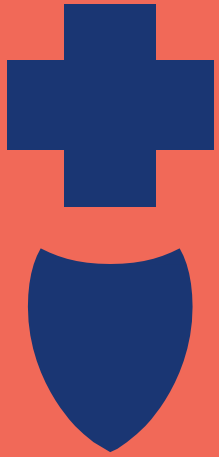
**45%**  
of an employer's  
workforce do not  
have a primary care  
relationship<sup>3</sup>

<sup>1</sup> Bureau of Health Workforce Health Resources and Services Administration (HRSA): *Designated Health Professional Shortage Areas Statistics Third Quarter of Fiscal Year 2023 Designated HPSA Quarterly Summary* (June 2023); [hrsa.gov](https://www.hrsa.gov).

<sup>2</sup> American Medical Association: *Doctor shortages are here — and they'll get worse if we don't act fast* (April 2022); [ama.org](https://www.ama-assn.org).

<sup>3</sup> Fierce Healthcare: *89% of Americans value their relationships with primary care doctors* (accessed Aug 2023); [fiercehealthcare.com](https://www.fiercehealthcare.com).





# Virtual care improves access to health and reduces costs

People who use virtual care services **can avoid** unnecessary ER visits and receive **more support** for preventive, chronic, urgent, and behavioral needs, leading to overall cost savings.

<sup>1</sup> KFF Health News: *The Cost of Unwarranted ER Visits: \$32B A Year* (July 2019); kffhealthnews.org.

<sup>2</sup> Medical Economics: *Telehealth Post-COVID: going digital to reduce costs?* (Jan 2022); medicaleconomics.com.

<sup>3</sup> Medical Advantage: *What is Telehealth: And How Does It Work?* (Aug 2022); medicaladvantage.com.

**\$2,000+**

average ER visit cost for common conditions treatable through primary care visit<sup>1</sup>

**85%**

of people who receive telecare services are satisfied with their care<sup>3</sup>

Telehealth visits save patients an average of

**\$67**

in lost time<sup>2</sup>

In-office visits are estimated to cost

**\$89B**

in lost time<sup>2</sup>

# Transforming virtual care

As your trusted partner in health, we are committed to not just keeping pace with the changing landscape of virtual care but advancing it. Which is why we are expanding our virtual care experience into a comprehensive **Virtual Care Solution.**

Through the power of technology, data, and collaboration with **new care providers dedicated to virtual care**, we are delivering **expanded access, lower cost of care**, and an experience that helps employees take charge of their **whole-person health.**

\* Powered by LiveHealth Online and KHealth.



## Simplicity

**One point of access** connects to primary care, urgent care, behavioral health, specialists, condition management, and wellness visits.\*

**Expanded video** and medical text chat choices provide more options for care.



## Experience

**Integrated behavioral health and data sharing** among virtual primary and mental health providers supports whole-person health.

Employees have the ability to schedule and build a relationship **with the same provider.**



## Savings

Our preferred virtual care partners have been selected for their **quality care at affordable rates**

**More options for virtual care** increase access while helping drive better health and overall savings

# The Care Center: One access point to comprehensive virtual care

Accessible through our award-winning Sydney<sup>SM</sup> Health app,<sup>1</sup> the Care Center connects employees to:

## Primary care

Expanded video access to primary care with an appointment<sup>2</sup>

The ability to schedule care with the same provider on an ongoing basis

## Urgent care

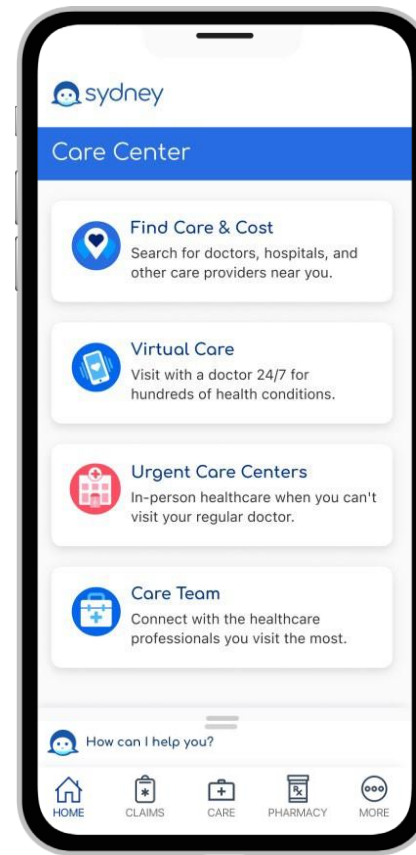
Available 24/7/365 with no appointment needed

## Condition management

Ongoing care for chronic conditions like diabetes and hypertension, coordinated by a care team

New prescriptions and refills

Labs and imaging



Referrals

Reminders for checkups, tests, and exams

## Behavioral health

Integrated behavioral health and data sharing between virtual primary care (VPC) and mental health providers to support whole-person health

## Wellness visits

Annual preventive care (wellness) visits by video for employees ages 18 to 64<sup>2,3</sup>

## Specialized support

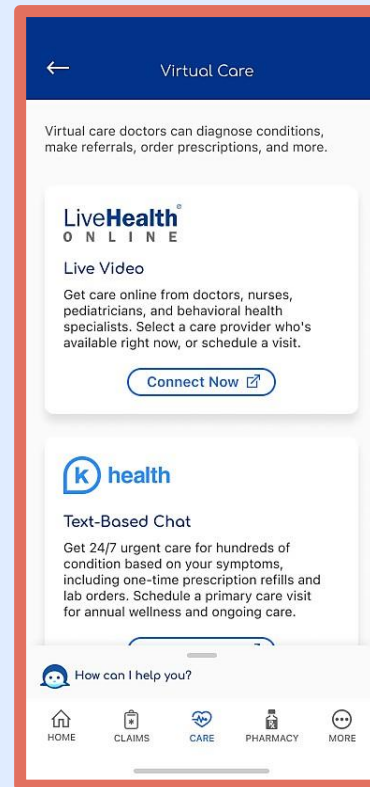
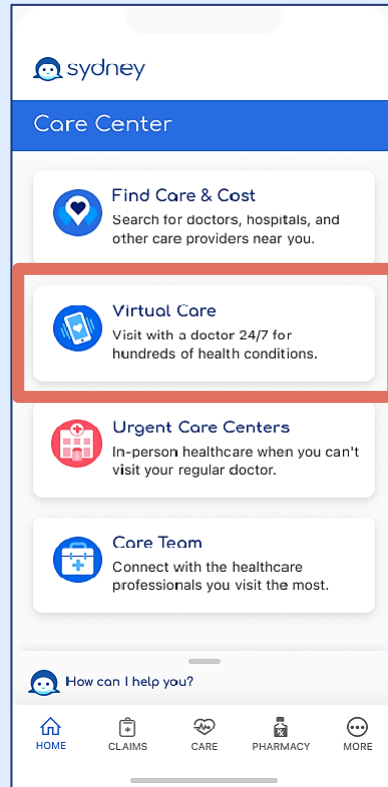
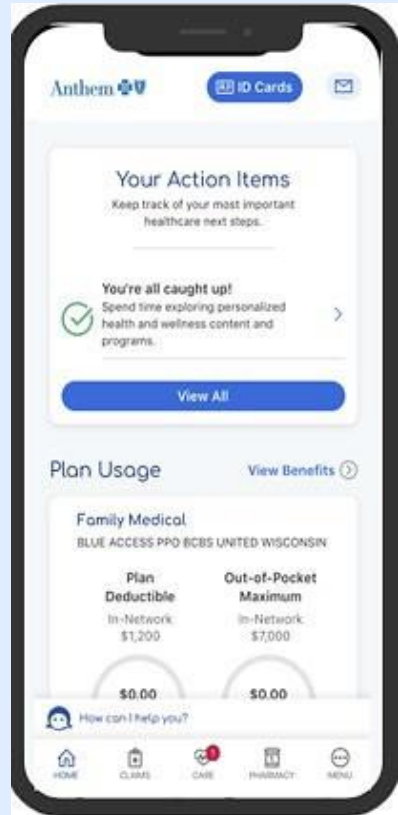
Access to clinical expertise for support when, where, and how employees need it most

<sup>1</sup> 2022 Digital Health Gold Award.

<sup>2</sup> The virtual annual preventive wellness visit is covered in full unless the employer has a limit or cap under their benefit plan.

<sup>3</sup> Age eligibility and other clinical criteria developed by the medical group.

# Virtual Care Center



## LHO Virtual Primary Care:

- Primarily Video Based,  $\geq 12+$  yrs old
- Urgent Care
- Annual Wellness Exams
- Primary Care Visits
- Psychology & Psychiatry visits
- Members can choose and establish an ongoing relationship with a provider for primary care needs
- Labs,/Imaging, e-prescriptions & refills, in network provider referrals

## K Health:

- Primarily Text Base,  $\geq 18$  yrs od
- Symptom Checker
- Urgent Care
- Annual Wellness Exams
- Primary Care Visits
- Members are directed to Khealth's app, which allows members to:
  - Receive improved quality and performance
  - Schedule a visit with a provider of choice
  - Navigate chat history and care plans more easily

Please refer to your Certificate of Coverage to verify copay and/or cost share.



# Virtual urgent care

Employees can access virtual urgent care around the clock through the **Care Center**, increasing convenience *and* savings.

Services include new prescriptions and refills, in addition to addressing 300+ conditions, including:<sup>1, 2</sup>

- Cold and flu
- Sore or strep throat
- Chicken pox
- Ear infection, earaches, swimmer's ear
- Stomach ailments
- Allergic conditions
- Seasonal allergies
- Sinus infections
- Pink eye/styes
- Skin conditions
- Urinary tract/bladder infections



Check symptoms and text chat with a doctor

Available through the Care Center

**24/7/365**

no appointment needed

<sup>1</sup> Anthem internal data, 2023.

<sup>2</sup> Treatable conditions are not limited to this list.

<sup>3</sup> Fierce Healthcare: *Virtual care can reduce unnecessary ER, urgent care visits by 19%* (accessed May 2023): fiercehealthcare.com.



The use of  
virtual care  
results in



fewer ER  
and urgent  
care visits<sup>3</sup>

# Virtual behavioral health

Easily connect with Mental Health Support through the **Virtual Care Center** with low or \$0 copay.

Services include:

- Video visits with in-network licensed **psychologists, therapists, and psychiatrists** for medication management<sup>1</sup>
- Private, easy to access, and **convenient visit**
- **Self-scheduled appointments** available 7 days a week
- **Appointments available within 7 days for therapy and 30 days for psychiatry**
- Commonly treated **behavioral health concerns**:
  - Anxiety
  - Stress
  - Depression
  - Grief
  - Coping with an illness
  - Obsessive compulsive disorder (OCD)
  - Post traumatic stress disorder (PTSD)
  - Bipolar disorder (BO)

## Scheduled video visits<sup>2</sup>

7 a.m. to 11 p.m. local time  
7 days a week

<sup>1</sup> Your doctor will determine if a prescription is needed at time of visit.

<sup>2</sup> Specific to LiveHealth Online.

<sup>3</sup> Anthem Internal data, Commercial members, 2022.



of members stated our virtual self-guidance support improved their emotional health<sup>3</sup>



# Anthem's complete Virtual Care Solution



## Simplicity

One digital front door to virtual care



## Experience

An integrated, whole-person approach



## Savings

Expanded access to care drives savings

Delivering the future of virtual care, today



LiveHealth Online is offered through an arrangement with Amwell, a separate company, providing telehealth services on behalf of your health plan.

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

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. and Community Care Health Plan of Georgia, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In 17 southeastern counties of New York: Anthem HealthChoice Assurance, Inc., and Anthem HealthChoice HMO, Inc. In these same counties Anthem Blue Cross and Blue Shield HP is the trade name of Anthem HP, LLC. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield, and its affiliate HealthKeepers, Inc. trades as Anthem HealthKeepers providing HMO coverage, and their service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI) underwrites or administers PPO and indemnity policies and underwrites the out-of-network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well PriorityHMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.



To learn more, scan the QR code to your mobile device.