



# Have a health plan question?

*Just step into our office.*

Your Anthem Blue Cross (Anthem) health plan just got even easier to use. The City of Los Angeles Employee Benefits Office now has an onsite Member Advocate, staffed with an Anthem expert, to answer your questions, Monday through Friday, 8 a.m. to 4 p.m.

## Your onsite Member Advocate can help you:

- **Get answers to your benefits and claims questions.**

Are you unsure if your plan covers a health service or procedure? Do you want to talk about a claim? Your onsite Member Advocate can help. Bring all of your benefits and claims questions and we'll walk you through everything, so you can make the best decisions about your health and get the most out of your benefits.

- **Manage pharmacy prior authorizations and home delivery orders.** Getting a prescription drug authorized or sent to your home requires additional paperwork and consent. Your onsite Member Advocate can make it easy by providing and organizing all of the paperwork for you.

- **Find in-network doctors.** When you visit in-network doctors and hospitals, you'll enjoy quality health care at a lower cost. Your onsite Member Advocate can help you find an in-network doctor who's conveniently located and a great fit for you and your family.

- **Understand costs.**

If you have a question about any of the costs associated with your health plan benefits or health services you might receive, you can count on your onsite Member Advocate to provide you with answers, quickly and clearly.

- **Use [www.anthem.com/ca/cityofla](http://www.anthem.com/ca/cityofla)**

Did you know you can manage your health care and costs online at our secure member website? Your onsite Member Advocate can help you learn how this convenient site can make your health plan even easier to use.

- **See a doctor 24/7 with Live Health Online!**

When you can't get to the doctor's office, you can have a video visit with a doctor 24/7 using your smartphone, tablet or computer with a webcam. Using LiveHealth Online, you can talk to a doctor, get a diagnosis and even receive a prescription, if needed. People most often use LiveHealth Online for a cold, the flu, allergies, pink eye and more. There's also LiveHealth Online Psychology, where you can schedule an appointment to see a licensed therapist in 3-4 days. Your onsite Member Advocate can help you get started. Learn more at [livehealthonline.com](http://livehealthonline.com).

### Meet your helpful Anthem expert, Nannette Herrera.

You can easily reach Nannette with questions by visiting her at the Employee Benefits office in Los Angeles City Hall, 200 N Spring St. Room 867, Los Angeles, CA 90012.

You can also call Anthem Member Services by calling the number on your member ID Card. We are available to assist you Monday-Friday, 8a.m.-8p.m. PST. Or, please visit us at [www.anthem.com/ca/cityofla](http://www.anthem.com/ca/cityofla)





## Questions about Kaiser Permanente?

We have an advocate for you  
at Los Angeles City Hall

Learn more about what Kaiser Permanente offers with your personal onsite Member Advocate. Whether you're thinking about joining, or are already a member, our Kaiser Permanente Member Advocate can:

- Answer questions about Kaiser Permanente coverage
- Help you find a personal doctor or locate services
- Show you the wellness resources that come with your plan, like wellness coaching, health education classes, and more.
- Help get you connected to secure online tools like emailing your doctor, scheduling appointments, estimating costs, and more.
- Show you how to connect to care when and where you want it – and save yourself the office visit. Phone and video visits are great for minor health conditions and follow-up care.

**Sergio Proa**

Your Kaiser Permanente  
Member Advocate

### Available

#### In person

8 a.m. to 4:00 p.m.

Tuesday through Thursday  
at Los Angeles City Hall,  
Room 867