

# Online Services

[anthem.com/ca](http://anthem.com/ca)



Anthem Blue Cross strives to provide more than affordable, high-quality coverage. We want to add value to your total health care experience by making health care information easily accessible, and offering online resources to help you make better-informed decisions.

The [anthem.com/ca](http://anthem.com/ca) website was designed with these needs in mind and includes lots of links to the areas that matter most to you.

### The site contains two sections:

1. *MyAnthem*, a personalized member password-protected area.
2. A general *Visitors* area for anyone who wants to learn about our health care plans and member services.

With a simple click of the mouse, you can be instantly connected to information about providers and services available exclusively to Anthem Blue Cross members.

### MyAnthem

Need information quickly? Confidentially? And conveniently? Then, visit Anthem Blue Cross' secure *MemberAccess* site. Here, you will find electronic versions of your health care documents and other valuable resources. The site includes the following features and much more:

- **View Claims (medical, dental):** Review the status of current and paid claims.
- **View your Evidence of Coverage/Certificate of Insurance:** View, save electronically and print hard copies of your health benefits contract summary.
- **Enroll in Paperless EOBs:** Sign up to receive e-mail notification when a claim is processed, so you can review your Explanation of Benefits (EOB) online and then print it.
- **View Contract Information:** View your current medical plan and any other benefits covering you and your enrolled dependents.

- **WebMD:** Access your personalized *WebMD*® tools and health information. Receive comprehensive health-risk assessments, checkup and text reminders, and other customized resources.
- **Search Hospital and Pharmacy Information:** Access an online resource that allows you to research procedures and screen hospitals based on your personal criteria.
- **Request ID Card:** Electronically request a new ID card for you or a family member.
- **Grievance Form:** File an online grievance, print a hard copy for mailing, or learn more about the Anthem Blue Cross grievance process and how to complete a grievance form.
- **Contact Us:** Electronically communicate with Customer Service about benefit issues, questions or concerns.

### How do you get to MyAnthem?

#### To log on, just follow these easy steps:

1. Go to [anthem.com/ca](http://anthem.com/ca) and click on *Members*.
2. Select *Login* to access your member information.
3. Next, enter your user ID and password or choose *Register Now*. After completing the registration process, any member over 18 may create a unique user ID and password. Members of family policies may restrict the viewing of their information by other members on their policy by clicking the *Restricted View* option.
4. Once your unique user ID has been accepted, you may access the secure site.



### **Your Direct Connection to More Information**

You can also surf our website for more general, nonconfidential information and tools, including:

- **Find a Doctor (in California and out of state):** Find a physician, medical group, dentist or pharmacy near you through our *Online Provider Directory*.
- **Download Forms:** Download and print important forms, including *Member Claim, Mail-Order Prescription Drug, Flexible Spending Account, Medicare Part D Prescription Drug Claim* and many others.
- **Over the Counter:** Access the PrecisionRx OTC Store, where you can get over-the-counter products delivered to your door.
- **Value-Added Programs:** Find health care resources, information and special discounts on wellness products and services through SpecialOffers<sup>SM</sup> and other programs.
- **Coverage Advisor:** Estimate your annual medical expenses and out-of-pocket costs associated with different health coverage.

### **To access the general site:**

- A. Click on *Members*, located on the top-left corner of the home page.
- B. Since your health care coverage is provided through your employer, select *Employees of Groups of 51 or More* on the left-side navigation bar.
- C. Finally, browse and choose the categories you are interested in.

***We work hard to empower you as members and health care consumers.***

***Get connected to our website and its wealth of resources, and take control today!***

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