

The state of you

**Whole-health benefits
for mind, body, and spirit**



2023 Health and Wellness programs

Your plan gives you tools and programs to help you achieve your health goals. From convenient online resources to one-on-one coaching with a registered nurse, you can count on help and support when you need it.

Care management programs and services

ConditionCare

Do you or a covered dependent have a chronic health condition? If so, our nurse care managers can help you manage the symptoms of asthma, diabetes, chronic obstructive pulmonary disease (COPD), heart failure, coronary artery disease, and vascular disease.

With ConditionCare, you will get the information you need to feel your very best. Our nurses gather information from you and your doctor to create a plan just for you.

To learn more or to enroll in ConditionCare, call Member Services at the number on your ID card.

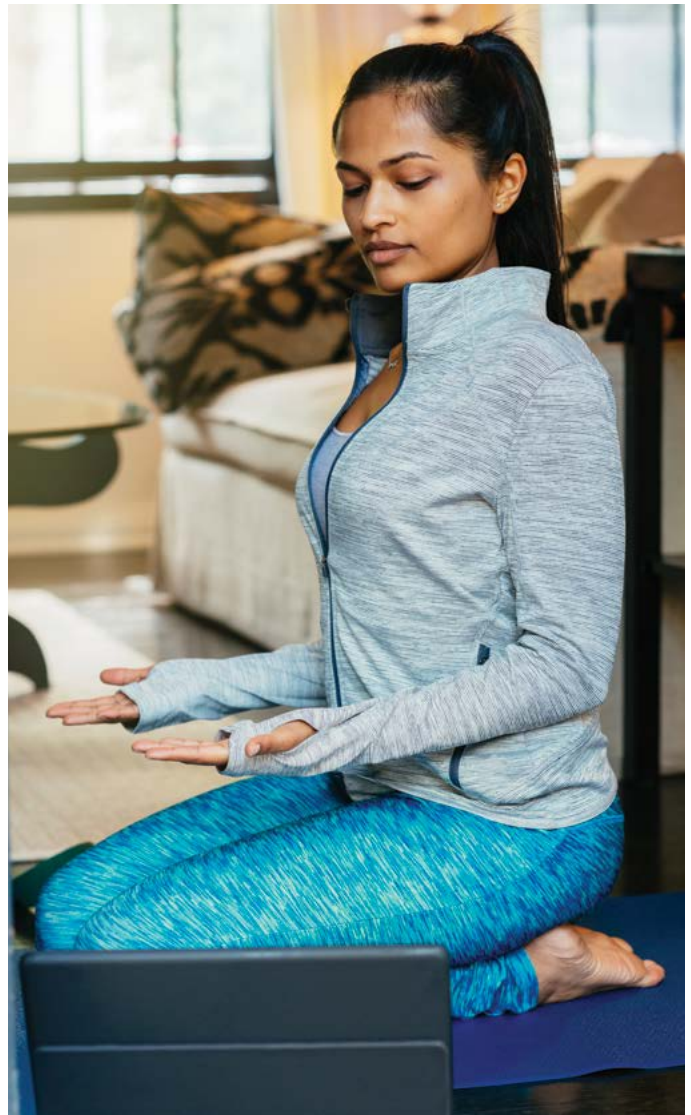
ComplexCare

If you have more than one health issue or a condition that requires you to see a doctor often for serious care, the ComplexCare program may be for you. It partners you, your family, and your doctors with a nurse care manager and other experts to help you reach your health goals and avoid hospital stays.

With ComplexCare, you will have access to nurse care managers who can:

- Give you personal attention and lifestyle coaching.
- Help you make more informed decisions about your options.
- Guide you to transition your care if you need to change where you are treated.
- Coordinate care between doctors and other health services.

If you are eligible for the program, a nurse will contact you.



Case Management

If you are coming home after surgery or a hospital stay, or if you have a serious health condition such as cancer, you may need support. Our nurse care managers can help. A nurse will call you to go over your doctor's instructions about follow-up care and medications, and even give personal lifestyle coaching. Your nurse will answer your questions and help coordinate benefits for things like home therapy or medical supplies, so you can focus on improving your health.

Welvie surgical decision support

Are you or a family member planning for an upcoming surgery? If so, you may have questions about your treatment options. PERS Platinum and PERS Gold plan members have access to Welvie — an online program to support you in making decisions about treatment, preparing for surgery, and recovering.¹

Welvie helps you work with your doctor to explore your options — both surgical and nonsurgical. If you decide surgery is right for you, Welvie can help you prepare with helpful tips for before and after the procedure.

To start using Welvie, go to welvie.com, select **Register**, and complete the enrollment steps. When you complete the first three steps of the program, you will receive a \$25 Amazon gift card.²

If you need help or have questions, call **888-577-8747** (TTY: 711) from 5 a.m. to 4 p.m. Pacific time, Monday through Friday.

Take control of back and neck pain — without surgery

Your plan also provides benefits if you have neck or back problems and want to avoid surgery or injections. CalPERS PPO members have access to an online program offering advanced, personalized back therapy at no extra cost.³

For over 15 years, the **SpineZone Online program** has helped thousands of patients find relief from back and neck

pain through exercise, muscle strengthening, and posture training. Their care team includes highly trained physical therapists, exercise physiologists, physician assistants, and surgeons. They are with you every step of the way — from an assessment of your spine health to a program made just for you that focuses on the prevention, treatment, and recovery of spinal conditions.

Depending on the care you need and where you live, you may qualify for the SpineZone In-Clinic program, which allows you to visit one of their clinics and work with staff members in person.

To get started, take an online assessment at calpers.spinezone.com and you will have a phone evaluation with a SpineZone care team member. If you have questions, call SpineZone at **877-453-1144** from 8:30 a.m. to 5 p.m. Pacific time, Monday through Friday.

MyHealth Advantage

MyHealth Advantage is a service that can help you save money and stay healthy at no extra cost.

- **Tips to save money:** We will let you know when you can save money on prescriptions and healthcare services.
- **Prescription drugs:** If your prescription claims are available and we see that you have prescriptions for two drugs you should not take at the same time, we will let your doctor know. We will also remind you when it's time for a refill.
- **Checkups, tests, and exams:** If it is time for you to have an exam or test, we will remind you to call your doctor.

You will receive a MyHealth Note if we find ways you can save on your healthcare costs. This private health snapshot comes to your home. It has great information to review and share with your doctors.

Care management programs and services

Future Moms with Digital Maternity Support

CalPERS PPO members have access to Future Moms with Digital Maternity Support, which provides tools and resources needed for a healthy pregnancy, delivery, and baby. After you see a doctor for your pregnancy, you will receive an invitation to join Future Moms by email, text, or phone. Whether you are at home, work, or on the go, you can stay connected from your computer or mobile device.

Through the program's app, powered by **My Advocate Helps**, you can personalize to-do lists and use the pregnancy calendar and chat options. Plus, you will receive timely updates on your pregnancy: your baby's progress, changes to your own body, and how to prepare for labor and delivery. Also, Future Moms will monitor your pregnancy and health risks. If you are considered high risk, a nurse case manager will work with you by phone to make sure you and your baby receive the right care.

After your baby arrives, you can have video visits at no extra cost with a certified lactation consultant, counselor, or registered dietitian using Future Moms with Breastfeeding Support on LiveHealth Online. These professionals provide personalized support to help with breastfeeding techniques and milk production, as well as understanding baby hunger cues, which foods to avoid while nursing, and nutrition.

CalPERS PPO members can start by using the **My Advocate Helps** app from the App Store® or Google Play™, or visiting **myadvocatehelps.com**. Once you register on the app or online, you will complete an OB (obstetric) Risk Screener to help customize the content you will receive.

If you're not a PPO member, you still have access to the traditional Future Moms program. Start by calling **888-613-1130**. Any member can call us with questions or for additional support.

Urgent care and quick care options

If you cannot see your doctor right away, you may have other options, such as an urgent care center, retail health clinic, or walk-in doctor's office.

Use our Find Care tool at **anthem.com/ca/CalPERS** or on our SydneySM Health mobile app to find nearby doctors, clinics, or urgent care centers. If you have questions about where to get care, call 24/7 NurseLine at **800-700-9185**.

LiveHealth Online

Using **LiveHealth Online**, you can have a private video visit with a board-certified doctor or licensed therapist on your smartphone, tablet, or computer with a webcam. It is convenient and lets you receive the care you need when it fits your schedule. These LiveHealth Online visits are part of your Anthem health plan, and the cost depends on your benefits, copay, and percentage of the cost. Before you start a visit, you will see what it will cost.

Use LiveHealth Online to receive care for conditions such as pink eye, sinus infections, sore throats, coughs, and colds. Doctors can assess your condition and send prescriptions to the pharmacy you select, if needed.⁴

LiveHealth Online is available for mental health issues, too. If you are stressed, anxious, or having a tough time, you can also use LiveHealth Online to talk with a licensed therapist. In most cases, you can make an appointment and see a therapist in seven days or less.⁵

Weekend and evening appointments are available — just choose the therapist you would like to see to make your appointment online or call **888-LiveHealth (548-3432)**. You will see your cost before the visit starts. The cost for a LiveHealth Online Psychology visit may be the same as what you would pay for an office therapy visit, depending on your benefits, copay, and percentage of the cost.

To start using LiveHealth Online, download the LiveHealth Online mobile app or visit **livehealthonline.com** or **anthem.com/ca/CalPERS**, and register today.

24/7 NurseLine

Do you have a question about a health issue? Are you wondering if you can treat an issue at home or if you need to see your doctor, go to urgent care, or visit the emergency room (ER)?

Our registered nurses can answer your health questions anytime, day or night. Making the right choice can help you save time and money, and get the best possible care for you and your family.

To reach 24/7 NurseLine, call **800-700-9185**.

Estimate costs and find care

Did you know that different doctors, hospitals, and facilities may charge different amounts for the same services? Now, you can know your cost before you receive care. You can estimate your costs based on your plan benefits and then choose a doctor, hospital, or facility that fits your budget. Visit [anthem.com/ca/CalPERS](https://www.anthem.com/ca/CalPERS) > **Menu** > **Find Care and select your medical plan**. You will be prompted to log in or register. Then, you can compare information such as costs, location, and office hours.

You can also use the **Find Care** tool on our Sydney Health mobile app. It empowers you to take control of your healthcare by helping you connect with high-quality care options. Choosing a provider you trust is important — and choosing one in your plan's network can help keep your costs down.

The Find Care tool brings together details about doctors, hospitals, and facilities in your plan's network such as specialties, education, gender, and contact information.

You can start using Find Care by downloading the Sydney Health app to your mobile device or logging in to [anthem.com/ca](https://www.anthem.com/ca). Select **Find Care and your medical plan**. You will be prompted to log in or register. The Find Care tool will guide you through the steps.

Sydney Health

The **Sydney Health** mobile app provides access to your health plan information — all in one place. The app can help you explore your benefits with greater ease, improve your health, and save money.

Use the Sydney Health app to:

- Search for doctors, hospitals, labs, and other healthcare providers in your plan's network.
- Check costs for care before you see a doctor.
- Bring up your digital member ID card.
- See what your plan covers.
- Find your deductible, copay, and share of costs.
- Access your spending account balance.

Discover how Sydney Health simplifies healthcare



Scan the QR code with your mobile phone's camera to download the Sydney Health app from the App Store® or Google Play™. Register or log in to your account using your Anthem username and password.

Well-being resources

Health Record

Having your health history in one secure location can help you keep your health records organized, safe, and within reach for emergencies and everyday use. With Health Record, you can enter information about your:

- Health conditions.
- Dates of shots (immunizations).
- Tests and screenings.
- Prescription and over-the-counter drugs.

Then, you can print and share the information with your doctors to help avoid possible drug interactions and repeat tests or unnecessary procedures.

To access your Health Record, log in to [anthem.com/ca/CalPERS](https://www.anthem.com/ca/CalPERS) > **Care** > **Family Health Record**.

Diabetes Prevention Program

This program is for members with prediabetes, a condition when a person has blood glucose (sugar) levels that are higher than normal, but not high enough to be diagnosed as diabetes. Many people with prediabetes will develop diabetes unless they take the right steps.

The Diabetes Prevention Program is conducted in person, online, or a combination of both. It lasts for 12 months, with 16 sessions during the first six months and at least one session for the next six months. If you choose the in-person option, a trained lifestyle coach meets with you at a convenient location in your area.

To be eligible for this program, participants must:

- Be at least 18 years old.
- Have a body mass index (BMI) of at least 22 if Asian, or at least 24 if not Asian.
- Have a blood test result in the prediabetes range within the last year or be previously diagnosed with gestational diabetes.
- Have no previous diagnosis of diabetes.

If you have questions, call the Diabetes Prevention Program at **855-717-8813** or visit [solera4me.com](https://www.solera4me.com) to complete the one-minute quiz to find out if you are eligible for the program.



Quest Diagnostics Biometric Screening program

CalPERS is offering biometric screenings through Quest Diagnostics to help you better understand your health and well-being. This program is available to CalPERS PPO members who are 18 and older.

You and your eligible family members have two ways to learn more about your health risks:

- Visit one of Quest Diagnostics' 2,200 Patient Service Centers (PSCs).
- If a PSC is not close to you, order an at-home test kit that is sent to you.

This service is part of your preventive care benefit, so there is no out-of-pocket cost to you. The screening includes:

- Blood pressure
- Height and weight for body mass index (BMI)
- Cholesterol screening
- Glucose and A1C testing

After completing your screening, you will get your personalized results online and by mail. By focusing on your health risks, you can use the results and the tips provided to help improve your health.

Start by logging in to anthem.com/ca/CalPERS > Menu > Health & Wellness > Biometric Screenings > About Biometric Screenings for Basic PPO members.

You will be redirected to Quest Diagnostics, where you will create an account to participate in the screening program.⁶



Well-being resources

SpecialOffers

With SpecialOffers, you can take advantage of discounts on products and services that help promote better health and well-being. For example, you can save on weight loss programs, vitamins, glasses, gym memberships, and contact lenses. It is just one of the perks of being an Anthem member. To find the discounts that are available to you, log in to [anthem.com/ca](https://www.anthem.com/ca) > Care > Discounts.

SilverSneakers fitness program

If you are enrolled in the Anthem PPO Supplement to Medicare plan, you can join the SilverSneakers fitness program for those who are 65 and older. You have unlimited access to participating gyms and fitness centers.

The program also offers yoga and dance classes that are led by certified instructors. To learn more, go to [silversneakers.com/starthere](https://www.silversneakers.com/starthere) and sign up.

The WISDOM Study

The Women Informed to Screen Depending on Measures of Risk (WISDOM) study is available at no extra cost to CalPERS members and their dependents with Anthem PPO coverage. It is an at-home research study working to improve breast cancer detection and prevention for all women. Women who join the study can learn their genetic risk of getting breast cancer, receive recommendations for when and how often to get screened, and learn strategies to reduce their breast cancer risk.

Participation in WISDOM takes less than one hour a year and can be done from the comfort of your home.

How the program works:

- Create an account at [thewisdomstudy.org/calpers](https://www.thewisdomstudy.org/calpers) and answer questions about your breast health.
- Some participants may provide a saliva sample to identify personal risk factors for breast cancer.
- Receive your WISDOM recommendation on when and how often to have a mammogram.
- Complete an online survey about your health when you sign up and another at the end of the year.



WISDOM is enrolling women nationwide, between the ages of 40 to 74, who have never had breast cancer. Participation is voluntary and at no extra cost. There is no need to change providers or come into a study center. Join WISDOM to help find the best way to detect breast cancer so that all women can live healthier lives. Members can sign up at thewisdomstudy.org/calpers. You can reach the study team at info@wisdomstudy.org or call **855-729-2844**.

Stronger Together

Stronger Together brings together a variety of resources to help people who have been affected by cancer. If you have cancer or are a cancer survivor or caregiver, you'll find online tools to help you on your journey, such as:

- **Let's Talk Treatment Options:** If you have a new diagnosis or cancer that has returned, this interactive website can help you find treatment that's right for you.
- **Help for Cancer Caregivers:** If you're supporting a loved one, this interactive website can help you care for your own health and emotional well-being.
- **Case Management:** Licensed health professionals such as nurses, dietitians, and behavioral health specialists offer support, education, and resources from diagnosis through treatment and recovery.
- **Prepare for Your Care:** This website helps you prepare for treatment.
- **Take Action for Health:** This interactive web tool helps African Americans understand why they are at increased risk for cancer and how they can protect their health through preventive health screenings.
- **Journey Forward:** Digital tools that help improve the health and well-being of cancer survivors.

To access these resources, go to cancerresources.anthem.com/#home.





1 Surgical decision support is provided by Welvie, an independent company.

2 One gift card per member, per year.

3 The SpineZone Online program is available at no extra cost for active CalPERS PPO members who are eligible for the program at the date of their SpineZone assessment.

4 Prescription availability is defined by physician judgment.

5 Appointments subject to the availability of a therapist. Online counseling is not appropriate for all issues. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please call 988 (Suicide and Crisis Lifeline) or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

6 Quest Diagnostics requires a registration key. Your registration key is "CalPERS" followed by the current year. For example: In 2021, the key is CalPERS2021.

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