How do I find a doctor?  
Who do I call for help?  
What programs come with my plan?

Read on to find the answers to those questions and more!

There’s a lot to know about your health plan – but this quick reference guide can help answer many of your questions.

Find a doctor quickly and easily
You can use our online Find a Doctor tool to look for doctors, hospitals, labs and other health care providers in your Anthem plan. Check if your favorite doctor is part of your plan, or look for one near you. When you use providers in your plan, it costs less. Getting care from providers outside of your plan costs more or may not be covered all.

From your computer, here’s all you need to do:

1. Go to anthem.com and select Menu.
2. Under Care, choose Find a Doctor.
3. Under Search as a member, enter “WBT” in the Identification Number or Alpha Prefix (first three values) field.

Find a doctor from your mobile device too!  
Just download our free Anthem Anywhere app from the App Store® or Google Play™.
Helpful Customer Service phone numbers and member websites

Not sure who to call or which website to go to? Check out this handy list:

<table>
<thead>
<tr>
<th>Service</th>
<th>Company</th>
<th>Phone number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>Anthem</td>
<td>1-833-629-8705</td>
<td>anthem.com</td>
</tr>
<tr>
<td>BlueCard® PPO (out of area)</td>
<td>Anthem</td>
<td>1-800-810-BLUE (2583)</td>
<td>anthem.com</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Medimpact</td>
<td>1-844-513-6008</td>
<td>mp.medimpact.com</td>
</tr>
<tr>
<td>Dental</td>
<td>Delta Dental</td>
<td>1-800-955-2030</td>
<td>deltadentalky.com</td>
</tr>
<tr>
<td>Vision</td>
<td>EyeMed</td>
<td>1-866-800-5457</td>
<td>eyemed.com</td>
</tr>
<tr>
<td>Employee Assistance Program</td>
<td>Magellan</td>
<td>1-800-327-7354</td>
<td>magellanhealth.com/member</td>
</tr>
<tr>
<td>Medical questions for claims before January 1, 2018</td>
<td>Baptist Health Plan</td>
<td>1-502-896-5000</td>
<td></td>
</tr>
</tbody>
</table>

Perk up your health with programs and resources designed for your unique needs

Whether you’re suffering from asthma, expecting a baby or just fighting a cold, our health and wellness programs can help. Here’s just a few that are available to you at no extra cost:

**ConditionCare**

If you have asthma, diabetes, chronic obstructive pulmonary disease (COPD), heart disease or heart failure, ConditionCare can give you the tools and resources you need to take charge of your health. You’ll get:

- 24/7, toll-free phone access to nurses who can answer health questions.
- Support from nurse care managers, dietitians and other health care professionals to help you reach your health goals.
- Educational guides, electronic newsletters and tools to help you learn more about your condition.

Call 1-800-337-4770 to enroll.

**24/7 NurseLine**

Whether it’s 3 a.m. on a weekday or a Sunday afternoon, you can talk to a registered nurse anytime of the day or night. These nurses can:

- Answer questions about health concerns.
- Help you decide where to go for care when your doctor isn’t available.
- Help you find providers and specialists in your area.
- Enroll you and your dependents in health management programs.
- Remind you about scheduling important screenings, exams and checkups.

Call 24/7 NurseLine at 1-800-337-4770.

**Future Moms**

Future Moms can help you have a healthy pregnancy and a healthy baby. Sign up as soon as you know you’re pregnant. You’ll get:

- A nurse specializing in obstetrics who can answer your questions, 24/7, and will call to check on your progress.
- “The Mayo Clinic Guide to a Healthy Pregnancy,” which explains the changes your body and baby are going through.
- A screening to check your health risks.
- Resources to help you make healthier decisions during pregnancy.
- Free phone access to pharmacists, nutritionists and other specialists, if needed.
- Other helpful information on labor and delivery, including options and how to prepare.

Call 1-800-337-4770 to sign up.
Ok, so you still have some questions....

No problem. Here are answers to some you may be thinking of:

**What is the difference between each medical plan tier?**

- Tier 1 includes all Baptist hospitals/facilities and professional providers;
- Plus all Anthem hospitals/facilities/professional providers for pediatric claims ONLY up to age 18 (this is based on patient’s date of birth at time of claim);
- And specific Affiliated list of non-Baptist providers to apply the tier 1 benefit.
- Tier 2 - Anthem’s hospital/facility and professional provider network

**What are the tier 1 providers**

- Baptist Health Louisville
- Baptist Health LaGrange
- Baptist Health Lexington
- Baptist Health Corbin
- Baptist Health Richmond
- Baptist Health Madisonville
- Baptist Health Paducah
- Baptist Health Floyd
- Baptist Physician’s Surgery Center
- Baptist Eastpoint Surgery Center
- Baptist Cumberland Valley Surgery Center
- ContinueCare at Baptist Health Corbin
- ContinueCare at Baptist Health Madisonville
- ContinueCare at Baptist Health Paducah
- All Anthem facilities for pediatric patients up to age 18 only
- Baptist Urgent Care

**Is my Baptist primary care physician (PCP) or Baptist specialist in tier 1?**

Yes, all Baptist professional providers are in tier 1.

**Does my deductible and/or copay apply to my out-of-pocket amount?**

Yes.

**Do deductibles and out-of-pocket amounts apply across tiers?**

Yes. For example, any amount satisfied in tier 1 is also applied to tier 2.
Do my prescription drug copays on the Enhanced or Core plans apply to my overall out-of-pocket amount?
No. There is a separate prescription drug out-of-pocket amount.

Do the prescription drug amounts I pay on the Enhanced or Core high-deductible health plans apply to my overall out-of-pocket amount?
Yes. You can find out-of-pocket details for each plan in the benefits guide on the Baptist BEN intranet site.

If I have one of the copay plans and get bariatric surgery, do I have to pay the $2,000 bariatric copay and the $2,000 inpatient copay?
No. You only have to pay one $2,000 copay.

I’m traveling out of Kentucky and then will be traveling out of the country, what is my benefit?
○ Be sure to contact customer service before leaving the country to verify what your benefits would be. Once you are out of the country, call the Blue Card customer service phone number. They will assist with making a physician’s appointment or hospitalization if necessary. The provider should submit a claim on your behalf. For services not arranged by the call center, you may have to pay the claim upfront and file a claim to be reimbursed.

I go to a Baptist doctor for an office visit and they need to do labs and X-rays. What is my benefit?
Example using the Enhanced Copay plan:
○ For an office visit, you will have the PCP/specialist copay.
○ For labs and X-rays, the benefit depends where you get them:
  – At a doctor’s office: Labs and X-rays will apply to the diagnostic office benefit which is the deductible and then the coinsurance.
  – At a Baptist hospital: Labs and X-rays will apply to the diagnostic outpatient benefit which is covered at 100%.

Is there a question you still need answered?
Our representatives are here to help. Just call us at one of the Customer Service numbers listed on page 1.