

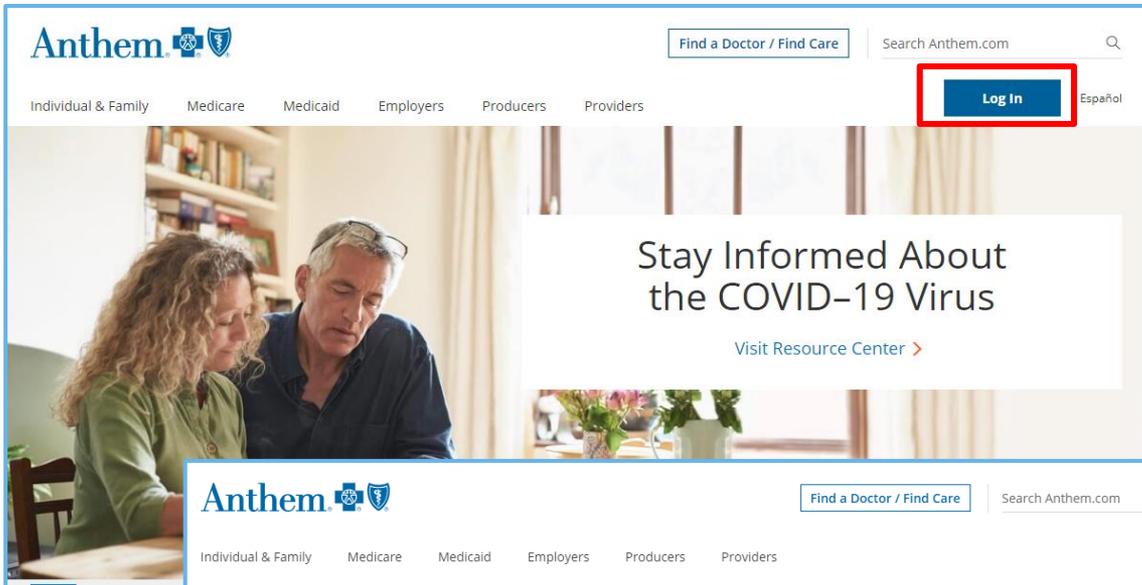
Anthem.com

Member Portal Overview

TEAM FISHEL



# Anthem.com Registration



Have your member ID card handy? Use your member ID to register.

Member ID  Activation code  Student ID

**Member ID**  **Date of birth**

**First name**  **Last name**

**Next**

Already registered? [Log In](#)

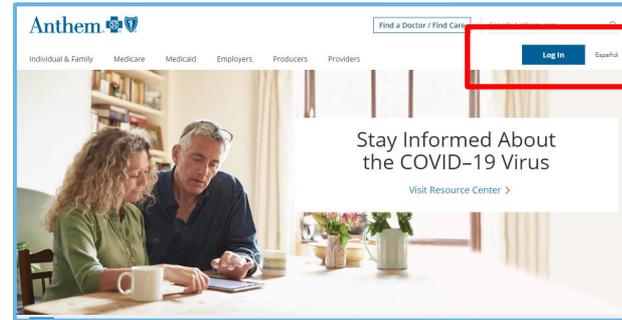
Members aged 18+ can register via a simple process using the member's ID card:

- Enter ID card information
- Choose a username and password
- Receive a security code via text, voice call or email
- Choose your communication preferences

You now have access to information personalized to your plan and benefits.

# Anthem.com

## Login



We are committed to keeping your personal information safe on anthem.com. We've added an extra layer of security, called two-factor authentication, to protect you. This involves sending a one-time security code to you as part of the login process, when you forget your password or use a new device.

Log in to your member account  
Not signed up? [Register now](#)

**Username**

**Password**

**Log In**

[Forgot Username or Password?](#)

Are you trying to shop for plans? You need to log in to [shop.anthem.com](#)

Are you eligible for Medicare? Shop for Medicare plans today at [shop.anthem.com/medicare](#)

# Anthem.com

Home

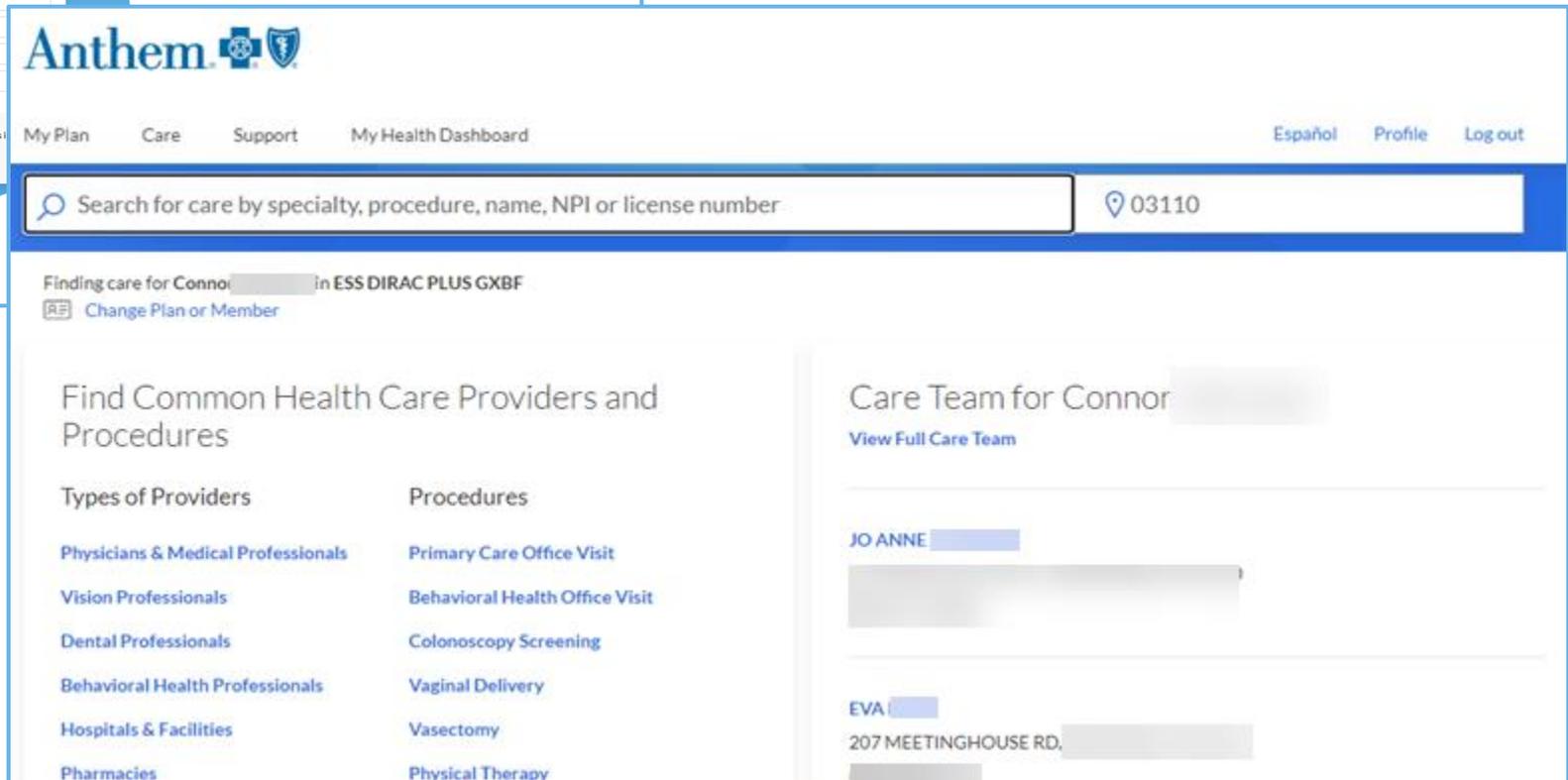
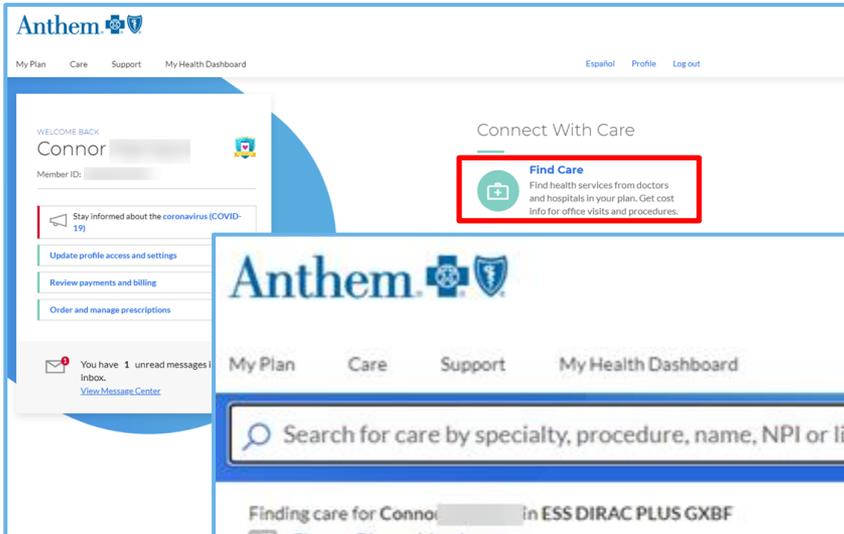
Once you login to anthem.com, you get access to a comprehensive set of online tools and information. Need a little help? The Sydney Virtual Assistant can help you find the information important to you.

The screenshot shows the Anthem.com user dashboard. At the top left is the Anthem logo. Below it are navigation links: My Plan, Care, Support, and My Health Dashboard. On the right side of the top navigation bar are links for Español, Profile, and Log out. The main content area is divided into two columns. The left column is a user profile card for 'Connor' with a blurred member ID. It includes a 'WELCOME BACK' message, a notification about coronavirus (COVID-19), and buttons for 'Update profile access and settings', 'Review payments and billing', and 'Order and manage prescriptions'. At the bottom of this card is a message icon with a red '1' and the text 'You have 1 unread messages in your inbox. View Message Center'. The right column is titled 'Connect With Care' and lists five services: 'Find Care' (with a plus sign icon), 'Find Urgent Care' (with a heart and pulse icon), 'LiveHealth Online' (with a speech bubble icon), 'Your ID Card' (with an ID card icon), and 'Discounts' (with a dollar sign icon). Each service has a brief description. In the bottom right corner of the dashboard, there is a circular chat icon with a red '2' notification badge.

# Anthem.com

## Find a Doctor

Search for providers or costs for common procedures. Since you've logged in, we know which provider network to search and return only in-network docs.



# Anthem.com

## Find a Doctor

Cost information is based on the provider and your plan benefits. Your responsibility will even take into account your deductible or out of pocket maximum accumulation to date.

My Plan Care Support My Health Dashboard Español Profile Log out

Search for care by specialty, procedure, name, NPI or license number 03110

View important information about this tool

Hospitals / Doctors Distance Recognitions Profile Sort by: Cost(Low to High)

### Physical Therapy in Your Plan Print Email

Price Estimates: **\$56 - \$146**  
 For CONNOR (near 03110)  
[Change Plan or Member](#)

<p><b>KEY, KATHRYN R, PT</b>                  2.51 miles away                  9 Washington Pl</p>	<p><b>Estimated Bill</b>  <b>\$56</b></p> <p><b>Plan Savings</b>  <b>\$18</b></p> <hr/> <p><b>Your Responsibility</b>  <b>\$38</b></p>	<p>Details Unavailable</p>
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# Anthem.com LiveHealth Online

WELCOME BACK  
Connor  
Member ID: [REDACTED]

Stay informed about the coronavirus (COVID-19)

Update profile access and settings

Review payments and billing

Connect With Care

- Find Care**  
Find health services from doctors and hospitals in your plan. Get cost info for office visits and procedures.
- Find Urgent Care**  
Get immediate care when your doctor isn't available.
- LiveHealth Online**  
Visit with a doctor or other care provider 24/7.
- Your ID Card**  
View or request member ID cards.
- Discounts**  
View member exclusive offers.

**LiveHealth ONLINE**

Home | My Providers | My Records | Test My Computer | Add Service Key | Account | Log Out

Location: New Hampshire | Account | Log Out

## My Services

Search by Name + Add a Service Key

Questions? Call 1.888.LIVEHEALTH

**LiveHealth Online Medical**

LiveHealth Online makes seeing a doctor quick and easy. Simply select...

Visit Now

Questions? Call 1.888.LIVEHEALTH

**LiveHealth Online Medical for Kids**

Doctors are available 24/7 to see kids age 0-17

Visit Now

Questions? Call 1.888.LIVEHEALTH

**LiveHealth Online Allergy**

Welcome! The Allergy Practice allows you to connect with licensed doctors.

Visit Now

Questions? Call 1.888.LIVEHEALTH

**LiveHealth Online Psychology**

Psychologists and Therapists are here to help if you're feeling...

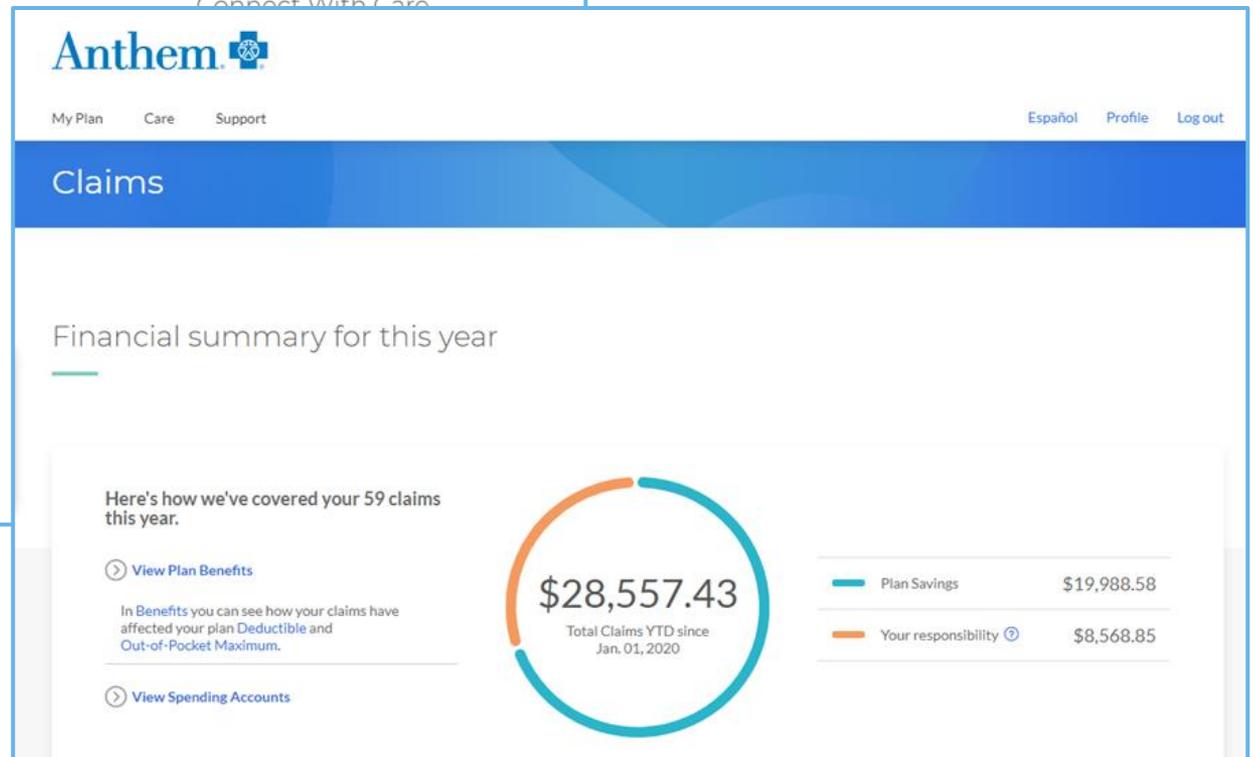
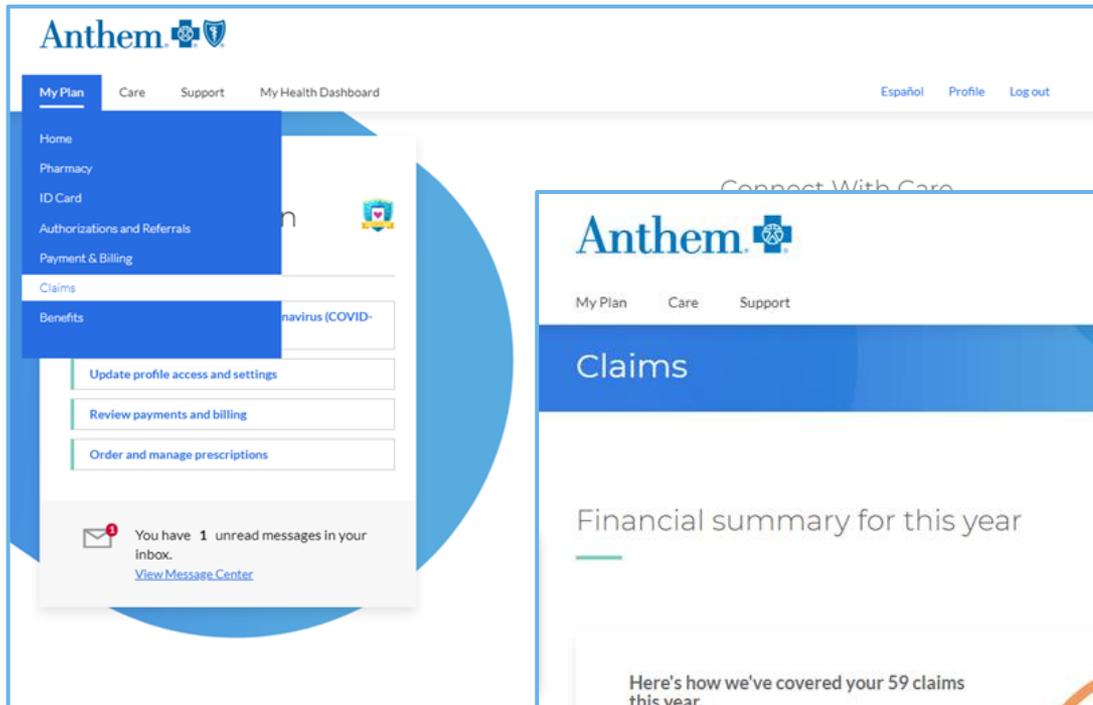
Schedule Appointment

Questions? Call 1.888.LIVEHEALTH | Preguntas? Llame al 1.888.LIVEHEALTH

# Anthem.com

## Claims

Members can access their most recent claims by scrolling down on the home page. Or jump to all claims by accessing the *Claims* option under *My Plan*.



# Anthem.com

## Claims

- See a financial summary year to date
- Filter claims by member, date, provider or status
- Download claims to Excel or print claims
- Submit out of network claims
- Click on individual claims to see details of what you owe and to access your printed EOB.

Financial summary for this year

Here's how we've covered your 59 claims this year.

**\$28,557.43**  
Total Claims YTD since Jan. 01, 2020

- View Plan Benefits
- View Spending Accounts

### Claims History

To pay a provider for a balance you owe on a claim, go to [Payment & Billing](#)

You are viewing claims for the last 24 months. Use more filters to customize your claims experience.

Filter Claims | Search by Claim Number | Export Claims

Service Date	Received Date	Status	Member	Description	In-Network	
03/15/2020	03/15/2020	Approved 03/15/2020	Lenin Nikhil (02/12/1985)	Pharmacy Cvs #02153	In-Network	\$4.34
05/01/2020	05/04/2020	Approved 05/05/2020	Doris Nikhil (05/23/2008)	Medical West Hartford Pediatrics	In-Network	\$0.00

## Online Claim Submission

Submit out-of-network, medical claims in a timely fashion. Doing so online is easy and secure.

[Submit a Claim](#) [View Claims Submitted Online](#)

# Anthem.com Pharmacy

Rate This Page

Anthem.

My Plan Care Support My Health Dashboard Español Profile Log out

## Pharmacy

[Complete your profile and communication preferences](#)

[View & Refill Prescriptions](#) | [Order Status](#) | [Find a Pharmacy](#) | [Price a Medication](#) | [Automatic Refills](#) | [View Claims](#)

### Order Status

Get updates on your orders and track shipping.

[Check order status](#)

### All Prescriptions

View your prescription history, check number of refills left, and more.

[View your prescriptions](#)

### Auto Refill & Renew

Review and manage your enrolled medications.

[Manage Auto Refill & Renew](#)

## Express Checkout

Select a prescription to refill or renew.

*i* You have 0 prescriptions ready for refill or renew. Check back soon or [view all your prescriptions](#).



# Anthem.com Pharmacy

## Price a Medication

Search by drug name

LENIN NIKHIL

Ppo Prudent Buyer Incentive

## Order Status

← Back to Pharmacy

[View & Refill Prescriptions](#)

[Order Status](#)

[Find a Pharmacy](#)

[Price a Medication](#)

[Automatic Refills](#)

[View Claims](#)

Search

Order#, RX#, Pharmacy, or Member

Filter & Sort

Download Results

You have placed **41** orders

Don't see your order yet? We'll need some time to process the order.

01/10/2020 - 1 Prescription

Order # 2

## Pharmacy Savings

Switching to alternative medications can save you money. Select a medication below to see long term estimated savings.

Filter By Member: LENIN ...

**LYRICA CAP 50MG**

SAVE UP TO \$420.00



All Pharmacy Savings Displayed

Members can get guidance on drug costs and options, plus easy Pharmacy refills with real-time order and shipping updates

# Anthem.com

## My Health Dashboard

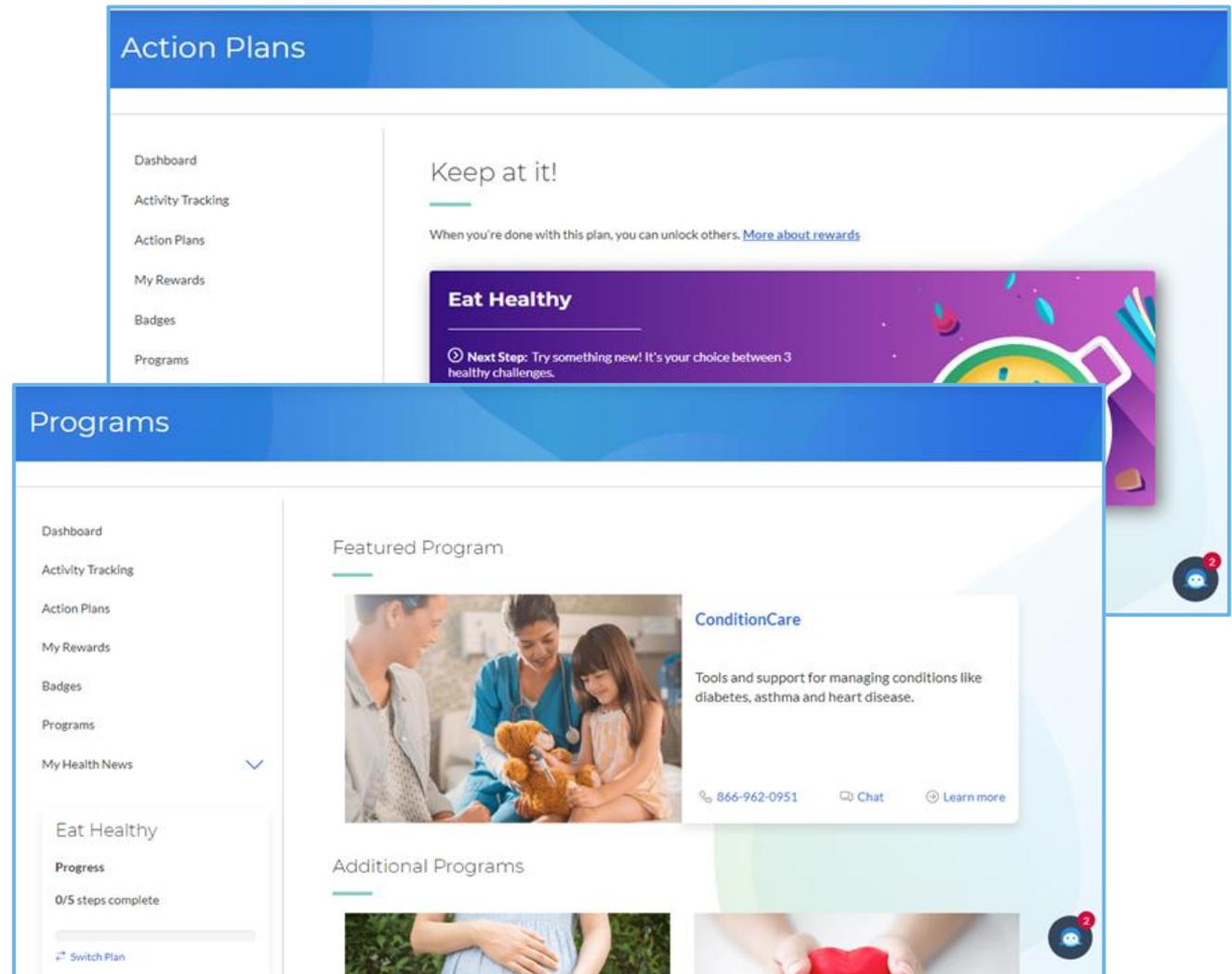
The screenshot displays the Anthem.com My Health Dashboard. At the top left is the Anthem logo. Navigation links include 'My Plan', 'Care', 'Support', and 'My Health Dashboard' (which is highlighted). On the right side of the top navigation bar are links for 'Español', 'Profile', and 'Log out'. A dropdown menu is open under 'My Health Dashboard', listing: Dashboard, Activity Tracking, Action Plans, My Rewards, Badges, Programs, and My Health News. The main content area on the left features a 'WELCOME BACK Connor' greeting with a blurred name, a 'Member ID' field, and a notification: 'Stay informed about t 19)'. Below this are three action buttons: 'Update profile access and settings', 'Review payments and billing', and 'Order and manage prescriptions'. At the bottom left, a message icon with a red '1' indicates 'You have 1 unread messages in your inbox. View Message Center'. The right side of the dashboard is titled 'Connect With Care' and contains six service cards: 'Find Care' (with a first aid kit icon), 'Find Urgent Care' (with a heart and pulse icon), 'LiveHealth Online' (with a speech bubble icon), 'Your ID Card' (with an ID card icon), and 'Discounts' (with a dollar sign icon). A chat icon with a red '2' is located at the bottom right of the dashboard.

# Anthem.com

## My Health Dashboard

Through the My Health Dashboard, members create personalized clinical action plans to help them reach health goals.

Just some of the Clinical Action Plans available include: Achieve a healthy weigh, Eat health, Get active, Increase energy, Reduce stress and Sleep better.



The screenshot displays two overlapping views of the My Health Dashboard. The top view, titled "Action Plans", shows a sidebar with navigation options: Dashboard, Activity Tracking, Action Plans, My Rewards, Badges, and Programs. The main content area features a "Keep at it!" message with a progress bar and a link to "More about rewards". Below this is a purple banner for the "Eat Healthy" program, which includes a "Next Step" instruction: "Try something new! It's your choice between 3 healthy challenges." The bottom view, titled "Programs", shows a sidebar with navigation options: Dashboard, Activity Tracking, Action Plans, My Rewards, Badges, Programs, and My Health News. The main content area features a "Featured Program" section for "ConditionCare", which includes a photo of a family and text describing tools and support for managing conditions like diabetes, asthma, and heart disease. Below this is an "Additional Programs" section with two program thumbnails. Both views include a chat icon in the bottom right corner with a notification badge.

[Anthem.com](https://www.anthem.com)

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