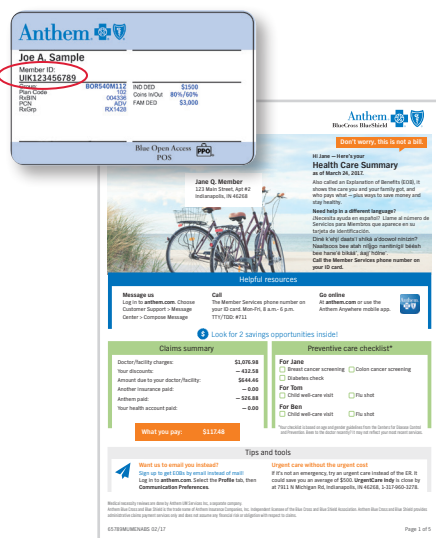




Who doesn't like better service?

Our enhanced system is ready to serve you

We're excited to let you know that we have our enhanced system up and running to serve you better. This means it will be easier to use your health plan and understand your benefits. Most of the system changes are invisible to you – as they should be – but here are the most important things you should know:



- **Your ID card has a new member ID number.** Your ID number has changed, so be sure to show your new ID card to all of your doctors and anywhere else you receive care. They'll need your new ID number to submit claims for you. Need to reach us? Just call the Member Services number on the back of your card – just like you always have.
- **Your explanation of benefits (EOB) is simpler.** The new-look EOB makes it easier to see what's been paid by us and how much you owe the doctor, hospital or other health care professional.
- **You do not need to reregister with your new member ID number on anthem.com or Anthem Anywhere.** Haven't registered yet? It's easy. Just go to anthem.com and click "register now" or download the Anthem Anywhere app and start using the valuable tools and resources today.
- **Your LiveHealth Online account will need to be updated with your new member ID number.** Haven't used LiveHealth Online? This care option connects you to doctors, therapists, psychologists, psychiatrists and more by two-way video without waiting rooms or high costs.

Go paperless!

Help the environment by getting your EOBs electronically. Just sign in to anthem.com and, under your profile, change your EOB communication preference to email.



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