It’s your call
You choose how you want to reach us — we’ll make sure you get answers

All you want is for someone to answer your questions, right? To make it easy to understand your plan. Or help you figure out the next steps in dealing with a health issue. We hear you. And we’re here for you, too.

Anthem Health Guide: supporting you with answers and guidance
You can reach us by phone, mobile app, email or even chat with us online via your computer or mobile device. Whatever you choose, you’ll get a health guide who’s ready to answer your questions and help you make the most of your health plan benefits.

It takes a team
Our health guides work closely with health care professionals, like nurses, health coaches and social workers, to provide personalized and consultative support.

They can help you:
• Connect with the right benefits and programs for your health care needs, including:
  — Musculoskeletal support to help manage bone, joint and muscle pain
  — Pregnancy support to keep you healthy while you’re expecting
  — Nurse care manager support for managing chronic conditions such as asthma, diabetes, chronic obstructive pulmonary disease (COPD), coronary artery disease and heart failure
  — Cancer support for you, family members and caregivers before, during and after treatment
  — Behavioral health support if you or a family member are experiencing stress, depression and anxiety, or are dealing with drug and alcohol abuse or other personal issues
• Stay on top of your follow-up and preventive care with reminders and appointment-scheduling support.
• Compare costs for health care services, find in-network doctors and much more.

It starts with making sure you can reach us any way you want
• Call us at 844-995-1752
• Chat with us online, email us or set up a return call by:
  1. Logging in at anthem.com
  2. Choosing Customer Support
  3. Selecting Contact Us
  4. Picking your preferred communication option
• Use our free Anthem Blue Cross and Blue Shield mobile app

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to anthem.com/coloradonetworkaccess. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. In New Jersey: Anthem Blue Cross and Blue Shield of New Jersey, Inc. In New Mexico (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Concordia Health Services Insurance Corporation (Concordia) or Wisconsin Collaborative Insurance Corporation (WCIC). Compere underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.