

Using your supplemental health benefits

When you have an Anthem medical plan and our supplemental health plans, you can count on extra financial protection when you need it most.¹ Learn how to submit claims for qualifying events and take advantage of these benefits.

How do I know I have an eligible supplemental health claim?

If you sign up for email auto notifications, we can quickly notify you by email or an alert on your **anthem.com** account when you have an eligible claim.

You would then need to submit your supplemental health claim for the qualifying injury, illness and hospital stay. This process is different from medical claims where the care provider files the claim for you.



To sign up for email auto notifications, follow these steps:

1. Log in to your account on the Sydney Health mobile app or **anthem.com**.
2. On **SydneySM Health**, type **Profile** in the chat feature. On **anthem.com**, choose **Profile** in the top right corner. Go to My Account, and choose **Communications & Settings**.
3. Under *Plan Communications Settings*, confirm your email address is correct. You can change it or add a new one, if necessary.
4. Under *Go 100% Digital*, select **On**.
5. Then, **check the box for email** for Benefit Updates, Legal Information, and Annual Notice of Change under *Customize Going Digital*.



IMPORTANT: This is a fixed indemnity policy, NOT health insurance. This fixed indemnity policy may pay you a limited dollar amount if you're sick or hospitalized. You're still responsible for paying for the cost of your care: the payment you get isn't based on the size of your medical bill; there might be a limit on how much this policy will pay each year; this policy isn't a substitute for comprehensive health insurance; since this policy isn't health insurance, it doesn't have to include most Federal consumer protections that apply to health insurance. **Looking for comprehensive health insurance?** Visit **HealthCare.gov** or call **1-800-318-2596** (TTY: 1-855-889-4325) to find health coverage options. To find out if you get health insurance through your job, or a family member's job, contact the employer. **Questions about this policy?** For questions or complaints about this policy, contact your State Department of Insurance. Find their number on the National Association of Insurance Commissioners' website (**naic.org**) under "Insurance Departments." If you have this policy through your job, or a family member's job, contact the employer.

How to submit a supplemental health claim

1. Gather your documents

You'll need to provide all the paperwork related to your supplemental health claim. You may have to ask your doctors or other care providers for these records:

- Doctor notes
- Lab reports
- Emergency room or hospital discharge papers
- Itemized hospital and/or doctor bills
- Medical explanation of benefits
- Child care, transportation, and/or lodging receipts
- Police reports (if your claim involves a car accident)



Scan this QR code with your phone's camera to submit your supplemental health claim online.

2. File your claim

Online

This is the fastest and easiest way to start the supplemental health claims process.

- Go to **supplemental-health.anthem.com** or scan the QR code below.
- Choose **Supplemental Health Claim** as the Type of Claim.
- Fill in the required information and choose **Start**.

Go one step at a time and be sure to provide all the information you have related to your claim. The system will confirm when your claim submission is complete.

By mail

Download a supplemental health claim form from our website at **anthem.com/forms**, or ask your Human Resources representative for a copy. Mail the completed form and all required documents to:



Supplemental Insurance Benefit Department
P.O. Box 2076
Grapevine, TX 76099

Reach out if you have questions

You can contact your Human Resources department or call Anthem at **888-828-2432**.

¹ Anthem HMO plans are not eligible for auto-notification.

Sydney Health is offered through an arrangement with Cereon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

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/co/networkaccess. 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. (RIT). Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, 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 Compcore Health Services Insurance Corporation (Compcore) or Wisconsin Collaborative Insurance Corporation (WCIC). Compcore 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.