

Health and Wellness programs

Tools and programs for a healthy, happy you

Visit the plan page view



2024 Health and Wellness programs

Your plan gives you tools and programs to help you achieve your health goals. From convenient online resources to one-on-one coaching with a registered nurse, you can count on help and support when you need it.

Care management programs and services

ConditionCare

Do you or a covered dependent have a chronic health condition? If so, our nurse care managers can help you manage the symptoms of asthma, diabetes, chronic obstructive pulmonary disease (COPD), heart failure, coronary artery disease, and vascular disease.

With ConditionCare, you will get the information you need to feel your very best. Our nurses gather information from you and your doctor to create a plan just for you.

To learn more or to enroll in ConditionCare, call Member Services at the number on your health plan ID card.

ComplexCare

If you have more than one health issue or a condition that requires you to see a doctor often for serious care, the ComplexCare program may be for you. It partners you, your family, and your doctors with a nurse care manager and other experts to help you reach your health goals and avoid hospital stays.

With ComplexCare, you'll have access to nurse care managers who can:

- Give you personal attention and lifestyle coaching.
- Help you make more-informed decisions about your options.
- Guide you to transition your care if you need to change where you are treated.
- Coordinate care between doctors and other health services.

If you're eligible for the program, a nurse will contact you.

Case Management

If you're coming home after surgery or a hospital stay, or if you have a serious health condition such as cancer, you may need support. Our nurse care managers can help. A nurse will call you to go over your doctor's instructions about follow-up care and medications, and even give personal lifestyle coaching. Your nurse will answer your questions and help coordinate benefits for things like home therapy or medical supplies, so you can focus on improving your health.

Welvie surgical decision support

Are you or a family member planning for an upcoming surgery? If so, you may have questions about your treatment options. Individuals with a PERS Platinum or Gold plan have access to Welvie — an online program to support you in making decisions about treatment, preparing for surgery, and recovering.¹

Welvie helps you work with your doctor to explore your options — both surgical and nonsurgical. If you decide surgery is right for you, Welvie can help you prepare with helpful tips for before and after the procedure.

To start using Welvie, go to [welvie.com](https://www.welvie.com), select **Register**, and complete the enrollment steps. When you complete the first three steps of the program, you'll receive a \$25 Amazon gift card.²

If you need help or have questions, call **888-577-8747** (TTY: 711) from 5 a.m. to 4 p.m. Pacific time, Monday through Friday.

Take control of back and neck pain — without surgery

Your plan also provides benefits if you have neck or back problems and want to avoid surgery or injections. CalPERS preferred provider organization (PPO) members have access to the SpineZone Online program, which offers advanced, personalized back therapy at no extra cost.³

For over 15 years, this program has helped thousands of patients find relief from back and neck pain through exercise, muscle strengthening, and posture training. Their care team includes highly trained physical therapists, exercise physiologists, physician assistants, and surgeons. They're with you every step of the way — from an assessment of your spine health to a program made just for you that focuses on the prevention, treatment, and recovery of spinal conditions.

Depending on the care you need and where you live, you may qualify for the SpineZone In-Clinic program, which allows you to visit one of their clinics and work with staff members in person.

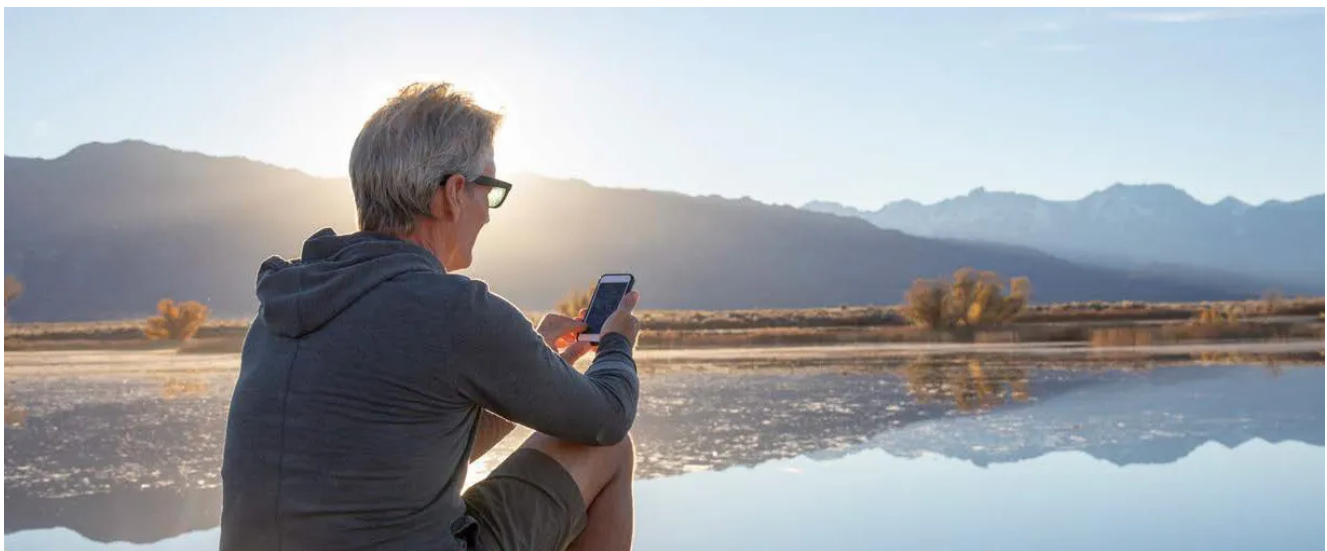
To get started, take an online assessment at calpers.spinezone.com. You'll then have a phone evaluation with a SpineZone care team member. If you have questions, call SpineZone at **844-316-7979** from 8:30 a.m. to 5 p.m. Pacific time, Monday through Friday.

MyHealth Advantage

MyHealth Advantage is a service that can help you save money and stay healthy at no extra cost.

- Tips to save money: We'll let you know when you can save money on prescriptions and healthcare services.
- Prescription drugs: If your prescription claims are available and we see that you have prescriptions for two drugs you shouldn't take at the same time, we'll let your doctor know. We'll also remind you when it's time for a refill.
- Checkups, tests, and exams: If it's time for you to have an exam or test, we'll remind you to call your doctor.

You'll receive a MyHealth Note if we find ways you can save on your healthcare costs. This private health snapshot comes to your home. It has great information to review and share with your doctors.



Care management programs and services

Building Healthy Families

The Building Healthy Families program (previously Future Moms) is an all-in-one program that offers personalized support to help growing families tackle every stage of growth, from family planning and pregnancy through the toddler years. No matter how you've built and grown your family, the resources, tools, and information on your profile will be personalized to your individual needs.

Expectant mothers have access to a maternity nurse by phone through pregnancy and postpartum, including virtual lactation support, if needed. The program also offers 24/7 digital support at no cost through the **SydneySM Health** app or on [anthem.com/ca](https://www.anthem.com/ca). This convenient online hub offers an extensive collection of tools and information to help navigate your family's unique journey.

To enroll, log in to **Sydney Health** or visit [anthem.com/ca](https://www.anthem.com/ca) and go to **My Health Dashboard**. Choose the **Building Healthy Families** tile under *Featured Programs*.

Urgent care and quick care options

If you can't see your doctor right away, you may have other options, such as an urgent care center, retail health clinic, or walk-in doctor's office.

Use our Find Care tool at [anthem.com/ca/calpers](https://www.anthem.com/ca/calpers) or on our **Sydney Health** app to find nearby doctors, clinics, or urgent care centers. If you have questions about where to get care, call 24/7 NurseLine at **800-700-9185**.

LiveHealth Online

Using **LiveHealth Online**, you can have a private video visit with a doctor or licensed therapist on your smartphone, tablet, or computer with a camera. It's convenient and lets you receive the care you need when it fits your schedule. These LiveHealth Online visits are part of your Anthem health plan, and the cost depends on your benefits, copay, and percentage of the cost. Before you start a visit, you'll see what it will cost.

Use LiveHealth Online to receive care for conditions such as pink eye, sinus infections, sore throats, coughs, and colds. Doctors can assess your condition and send prescriptions to the pharmacy you select, if needed.⁴

LiveHealth Online is available for mental health issues, too. If you're stressed, anxious, or having a tough time, you can also use LiveHealth Online to talk with a licensed therapist. In most cases, you can make an appointment and see a therapist in seven days or less.⁵

Weekend and evening appointments are available — just choose the therapist you would like to see to make your appointment online or call **888-LiveHealth (548-3432)**. You'll see your cost before the visit starts, which may be the same as what you would pay for an office therapy visit, depending on your benefits, copay, and percentage of the cost.

To start using LiveHealth Online, download the **Sydney Health** app or go to [anthem.com/ca/calpers](https://www.anthem.com/ca/calpers) to sign up and connect with support when you need it most.

24/7 NurseLine

With 24/7 Nurseline, you can talk with a registered nurse, day or night. Find help with a range of health-related issues, such as whether to visit your doctor, urgent care, or an emergency room (ER) for a health concern. Making the right choice can help you get the best possible care, while saving you time and money.

To reach 24/7 NurseLine, call **800-700-9185**.

Estimate costs and find care

Different doctors, hospitals, and facilities may charge different amounts for the same services. Now you can know your cost before you receive care. Our **Find Care** tool lets you estimate your costs based on your plan benefits and choose a doctor, hospital, or facility that fits your budget.

Find Care connects you with quality care providers in your plan's network, helping you find services within your budget. Review details, such as their specialties, education, gender, contact information, location, and office hours, to help you make the best decision.

To start using Find Care, download the **Sydney Health** app to your mobile device or visit anthem.com/ca/calpers. Go to the menu, select **Find Care**, and select your health plan. Log in or register, and then follow the prompts.

Sydney Health

The **Sydney Health** app provides access to your health plan information — all in one place. The app can help you explore your benefits with greater ease, improve your health, and save money.

Use the Sydney Health app to:

- Search for doctors, hospitals, labs, and other healthcare providers in your plan's network.
- Check costs for care before you see a doctor.
- Bring up your digital ID card.
- See what your plan covers.
- Find your deductible, copay, and share of costs.
- Access your spending account balance.

Virtual visits through Sydney Health

For added convenience, you can also have video visits with a doctor (24/7), therapist, or psychiatrist through Sydney Health using a smartphone, tablet, or computer for the same copay as an office visit. These care providers can assess symptoms, provide a treatment plan, and send a prescription to a pharmacy, if needed.⁴ Spanish-speaking doctors are available.



Discover how Sydney Health simplifies healthcare

Scan the QR code with your mobile phone's camera to download the **Sydney Health** app from the App Store[®] or Google Play[™]. Register or log in to your account using your Anthem username and password.



Well-being resources

Health Record

Having your health history in one secure location can help you keep your health records organized, safe, and within reach for emergencies and everyday use. With Health Record, you can enter information about your:

- Health conditions.
- Dates of shots (immunizations).
- Tests and screenings.
- Prescription and over-the-counter drugs.

Then you can print and share the information with your doctors to help avoid possible drug interactions and repeat tests or unnecessary procedures.

To access your Health Record, log in to [anthem.com/ca/calpers](https://www.anthem.com/ca/calpers) > Care > Family Health Record.

Lab services for individuals with a PERS PPO plan

Those with a PERS Platinum or Gold plan receive 100% coverage, no cost, for any lab services that are received at a Quest Diagnostics or Labcorp facility. Services must be provided at Quest Diagnostics or Labcorp facility. To find the nearest location, go to [questdiagnostics.com](https://www.questdiagnostics.com) or [labcorp.com](https://www.labcorp.com). If you live within the PERS PPO service area but must travel more than 15 miles from your home or work to the nearest Quest Diagnostic or Labcorp facility, lab work at a facility in your plan's network will be covered at 100%.

Diabetes Prevention Program

This program helps those with prediabetes, a condition when a person has blood glucose (sugar) levels that are higher than normal but not high enough to be diagnosed as type 2 diabetes. Many people with prediabetes will develop type 2 diabetes unless they take the right steps.

The Diabetes Prevention Program is conducted in person, online, or a combination of both. It lasts for 12 months, with 16 sessions during the first six months and at least one session for the next six months. If you choose the in-person option, a trained lifestyle coach meets with you at a convenient location in your area.

To be eligible for this program, participants must:

- Be at least 18 years old.
- Have a body mass index (BMI) of at least 22 if Asian, or at least 24 if not Asian.
- Have a blood test result in the prediabetes range within the last year or be previously diagnosed with gestational diabetes.
- Have no previous diagnosis of diabetes.

If you have questions, call the Diabetes Prevention Program at **855-717-8813** or visit [solera4me.com](https://www.solera4me.com) to complete the one-minute quiz to find out if you're eligible for the program.



Quest Diagnostics Biometric Screening program

CalPERS is offering biometric screenings through Quest Diagnostics to help you better understand your health and well-being. This program is available to people with a PERS PPO plan who are 18 and older.

You and your eligible family members have two ways to learn more about your health risks:

- Visit one of Quest Diagnostics' 2,200 Patient Service Centers (PSCs).
- If a PSC isn't close to you, order an at-home test kit that is sent to you.

This service is part of your preventive care benefit, so there is no out-of-pocket cost to you. The screening includes:

- Blood pressure
- Height and weight for BMI
- Cholesterol screening
- Glucose and A1c testing

After completing your screening, you'll get your personalized results online and by mail. By focusing on your health risks, you can use the results and the tips provided to help improve your health.

Start by logging in to [anthem.com/ca/calpers](https://www.anthem.com/ca/calpers) > Menu > Health & Wellness > Biometric Screenings > About Biometric Screenings for Basic PPO members.

You will be redirected to Quest Diagnostics, where you'll create an account to participate in the screening program.⁶



Well-being resources

SpecialOffers@AnthemSM

With SpecialOffers, you can take advantage of discounts on products and services that help promote better health and well-being. For example, you can save on weight loss programs, vitamins, glasses, gym memberships, and contact lenses. To find the discounts available to you, log in to [anthem.com/ca](https://www.anthem.com/ca) > Care > Discounts.

SilverSneakers fitness program

If you're enrolled in the Anthem PPO Supplement to Medicare plan, you can join SilverSneakers[®], a fitness program for those who are 65 and older. You have unlimited access to participating gyms and fitness centers.

The program also offers yoga and dance classes that are led by certified instructors. To learn more, go to silversneakers.com/starthere and sign up.

The WISDOM Study

An at-home study working to improve breast cancer detection and prevention for all women, **Women Informed to Screen Depending on Measures of Risk (WISDOM)** is available at no extra cost to CalPERS members and their dependents with Anthem PPO coverage. Women who join the study can learn their genetic risk of getting breast cancer, receive recommendations for when and how often to get screened, and learn strategies to reduce their breast cancer risk.

Participation in WISDOM takes less than one hour a year and can be done from the comfort of your home.

How the program works:

- Create an account at thewisdomstudy.org/calpers and answer questions about your breast health.
- Provide a saliva sample to identify personal risk factors for breast cancer (for certain participants only).
- Receive your WISDOM recommendation on when and how often to have a mammogram.
- Complete an online survey about your health when you sign up and another at the end of the year.

WISDOM is enrolling women nationwide, between the ages of 40 and 74, who have never had breast cancer. Participation is voluntary and at no extra cost. There is no need to change providers or come into a study center. Join WISDOM to help find the best way to detect breast cancer so that all women can live healthier lives. Sign up at thewisdomstudy.org/calpers. You can reach the study team at info@wisdomstudy.org or by calling **855-729-2844**.

Stronger Together

Stronger Together brings together a variety of resources to help people who have been affected by cancer. If you have cancer, are a cancer survivor, or a caregiver, you'll find online tools to help you on your journey, such as:

- **Let's Talk Treatment Options:** If you have a new diagnosis or cancer that has returned, this interactive website helps you find treatment that's right for you.
- **Help for Cancer Caregivers:** If you're supporting a loved one, this interactive website can help you care for your own health and emotional well-being.
- **Case Management:** Licensed health professionals, such as nurses, dietitians, and behavioral health specialists, offer support, education, and resources — from diagnosis through treatment and recovery.
- **Prepare for Your Care:** This website helps you prepare for treatment.

- **Take Action for Health:** This interactive web tool helps African Americans understand why they're at increased risk for cancer and how they can protect their health through preventive health screenings.
- **Journey Forward:** These digital tools help improve the health and well-being of cancer survivors.

To access these resources, go to cancerresources.anthem.com/#home.



¹ Surgical decision support is provided by Welvie, an independent company.

² One gift card per member, per year.

³ The SpineZone Online program is available at no extra cost for active CalPERS PPO members who are eligible for the program at the date of their SpineZone assessment.

⁴ Prescription availability is defined by physician judgment.

⁵ Appointments subject to the availability of a therapist. Online counseling is not appropriate for all issues. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please call 988 (Suicide and Crisis Lifeline) or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

⁶ Quest Diagnostics requires a registration key. Your registration key is "CalPERS" followed by the current year. For example: In 2023, the key is CalPERS2023.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

Sydney Health is offered through an arrangement with Caredon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2023 The Virtual Primary Care experience is offered through an arrangement with Hydrogen Health.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross.

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