

After an extensive effort and review of the current provider as well as several other insurance companies, the decision has been made that the medical plan currently administered by Benefit Plan Administrators (BPA) will be transitioning to Anthem BlueCross BlueShield of Wisconsin effective January 1, 2023, providing access to BlueCross BlueShield providers across the state of Wisconsin as well as nationwide through the BlueCard program. This change is being facilitated to take advantage of a cohesive nationwide provider network with deeper discounts and additional care management programs to help provide savings to covered members and the health plan.

Please note that efforts have been made to duplicate the current health plans as closely as possible. In some instances, you may find that benefits may have changed slightly (i.e., a specific number of visits instead of a dollar claim amount). The Traditional Health Plan is mostly unchanged, while the deductible on the High Deductible Health plan have been modified to be in compliance with IRS regulations.

You will be required to notify your medical providers of this change to Anthem BlueCross BlueShield of Wisconsin for appointments/visits beginning January 1, 2023. Additional information will be provided during Open Enrollment scheduled for November 9 – 23, 2022.

FREQUENTLY ASKED QUESTIONS (FAQS):

Who is Anthem?

Anthem is the trade name for several BlueCross and BlueShield plans operating across the United States. In Wisconsin they operate as Anthem BlueCross BlueShield of WI (BCBSWI). In addition, they operate health plans in 14 other states/plans (WI, CA (BlueCross), CO, CT, GA, IN, KY, ME, MO (excluding KC area), NV, NH, NY (Empire), OH, VA)

What is the name of the Anthem provider network?

Your health plan will utilize the Blue Preferred Plus (POS) network in Wisconsin as well as BlueCard PPO for providers outside of Wisconsin. All employees, regardless of plan, or state of residence, will have access to the same in-network providers both inside/outside of Wisconsin.

How do I find an in-network provider?

- Contact your current provider to verify if they participate in the BlueCross BlueShield Network?
- In a review of our utilized providers in the past year over 97% were in the BlueCross BlueShield network.
- Online – www.anthem.com/find-care/
 - Follow these steps: Basic Search → Medical Plan or Network → Wisconsin → Medical (Employer Sponsored) → Blue Preferred POS (in Wisconsin) or National PPO (Blue Card) outside Wisconsin → Continue; search by zip code/city, provider name/type.

Will I receive a new ID card?

- Yes, you will receive a new ID card from Anthem, scheduled to be mailed the third week of December for you to have by January 1, 2023. Make sure you begin using your new ID card on January 1, 2023. This card will also contain your new Caremark prescription drug information.
- Anthem Blue Cross Blue Shield provides an app that gives you fast and convenient access to your health insurance information right on your phone. The [Sydney Health](#) app is like having a personal health assistant in the palm of your hand from Anthem that also provides you access to your ID card right on your phone.

Will my deductible and out-of-pocket maximums start over?

Yes, your deductible and out of pocket maximums will start over on January 1st. This would happen regardless of the transition as the plan year is the same as the calendar year.

Diocese of La Crosse – Lay Plans

Medical Plan FAQ

January 1, 2023

I have a medical procedure scheduled after January 1st; how will this be handled?

- **Continuation of Care:** Please complete if you are pregnant, have a planned hospital visit, or have a planned surgery or procedure that will take place after January 1st. Please note that this is not a guarantee of approval. If a non-network provider is utilized, you could still possibly be responsible for balance billing.
- Continuation of Care form, if applicable should be completed and submitted to the following address or faxed:
 - Anthem UM Services, Inc.
ATTN: COC-UM
Mailpoint: WIW901-H450
N17 W24340 Riverwood Drive
Waukesha, WI 53188
 - Fax # 866-959-2154

What should I do on my next physician or office visit?

- Check the in-network status of your provider before your next visit. There's a good chance they are already in network, but it is beneficial to confirm prior to the appointment.
- Tell your provider that your health plan has changed to Anthem BlueCross BlueShield when making your appointment.
- Bring your new ID card with you.
- Tell your physician your prescription drug benefit has changed to CVS/Caremark, so their records are up to date.
- In general, don't forget to ask your doctor questions about your condition or medications if you do not understand; or ask for an additional explanation about your course of treatment or care.

Deciding where to get care, you have options (ranked from lowest cost to highest cost).

- Virtual Care
- Retail Health Clinic
- Doctor's Office
- Urgent Care
- Emergency Room

Where can I access my personal health information?

- You can access your personal health information by registering and creating an account at www.anthem.com or by downloading the *Sydney Health* app from Anthem to your phone.
 - On the app you can:
 - Find a doctor, hospital, lab
 - Check costs before you go
 - View your claims
 - See your health benefits
 - View a digital copy of your ID card
 - Find answers to questions and additional resources