

Welcome! We're here to help you get started with your new health plan.

Dear Member:

Thank you for choosing Anthem Blue Cross (Anthem). Your health plan begins on February 1, 2015 and we want you to get off to a great start. That means being here to answer your questions and make sure you have access to the care you need. This letter has some key information about how to work with your primary care doctor and a program that can help you get up and running with ease.

Your primary care physician (PCP)

1. If your doctor is in the Anthem network

If your PCP is already in the Anthem network, you don't have to do a thing. You can keep that same doctor. You'll receive an Anthem Blue Cross ID card listing your PCP.

2. If your doctor is not in the Anthem network, you need to choose one who is

- Go to anthem.com/ca
- Register and log in
- Select **Find a Doctor** and follow the steps
- Jot down the name and location of the doctor you choose

Then:

Call Anthem Customer Service at 1-800-227-3670 after January 26 and tell the representative the name of the doctor you've chosen. He or she will gladly make the change. You'll get an ID card showing the name of your PCP.

3. If you have not chosen a PCP

You'll automatically be assigned a new one who is in the Anthem Blue Cross network and has an office in your zip code. Your PCP will be listed on your member ID card, which you'll receive no later than January 30, 2015.

4. If you want to change the PCP you've been assigned or you've selected

You're not locked into the PCP listed on your ID card. Just follow the steps in item 2 above. Be sure to destroy your old ID card as soon as you get the new one listing the PCP you selected.

If you're currently getting care from a doctor not in the Anthem Blue Cross network

Even though your health plan starts on February 1, 2015, we want to help you keep getting the care you've already started. Our **Transition Assistance program** can help make sure you and any of your covered family members can keep getting

the care you need if you're currently getting treatment from a doctor who's not in our network. The program applies to members who are:

- Getting treatment for acute health issues (like pneumonia)
- Getting treatment for serious or chronic conditions (like diabetes)
- Pregnant, regardless of trimester
- Suffering from a terminal illness
- Newborn children between the ages of birth and 36 months
- Due for a surgery or procedure that's been authorized by your former health plan and is scheduled to occur within 180 days of your effective date of February 1, 2015

We'll work with you to make sure you receive uninterrupted care until your treatment is complete or can be moved to a doctor in our network.

Getting you off to a great start

We're happy to welcome you as a new member. The Southern California Dairy Industry Security Fund will be soon sending more detailed information about the Transition Assistance program. Making you feel secure with your new health plan and keeping you in charge of your health is our top priority.