



Anthem PPO plan

# Self-Insured Schools of California: schools helping schools

2023-2024 guide to understanding your Anthem PPO plan



## **Anthem Blue Cross and Self-Insured Schools of California: proud to offer the SISC PPO plan**

Self-Insured Schools of California (SISC) is the largest public-school pool in the U.S. that offers health benefits and other value-added services for its employees. Established in 1979, we operate as a public-school joint powers authority (JPA) administered by the Kern County Superintendent of Schools office. We have the purchasing power to negotiate the widest variety of insurance products at the lowest-possible cost.

SISC is subject to the Brown Act, which means our board meetings are open to the public, and our financial statements are a matter of public record. We don't operate on profit margins. We exist solely to provide the best products and services to our districts and their employees.

### **Schools helping schools**

This plan is offered to school districts that are members of SISC. Joining with other school districts provides SISC members with the most-stable long-term health benefits available. Our commitment to controlling costs is reflected in our mission of providing affordable rates and continued access to quality healthcare.

That's why we have partnered with Anthem to offer the SISC preferred provider organization (PPO) plan. This guide provides an overview of PPO benefits and information that can help you find the support and care you need to make smart decisions for your healthcare.

# Your SISC PPO plan

PPO members can maximize their plan benefits and minimize their out-of-pocket costs by receiving care from doctors and hospitals in the PPO network. That's because doctors in the plan's network have agreed to discounted rates for PPO members. With a PPO plan, you usually don't need a referral from your primary care doctor to see a specialist. If your doctor isn't part of the plan's PPO network, you may have to pay more for each visit.

Different PPO plans can have different rules. Some services may not be covered outside of the PPO network, or there may be other network restrictions. Be sure to check your plan details.

## How PPO plans work

Choosing a doctor	Access to specialists	Out-of-pocket costs
<p><b>In your plan's network:</b> Visit any PPO network doctor.</p>	<p><b>In your plan's network:</b> Visit any PPO network specialist. No referral is required.</p>	<p><b>In your plan's network:</b> After the calendar-year deductible is met, pay a percentage of costs for covered services.</p>
<p><b>Outside your plan's network:</b> Visit an out-of-network doctor, pay for the services, and submit claims to Anthem. Not all services are covered out of network.</p>	<p><b>Outside your plan's network:</b> Visit any out-of-network specialist and submit claims to Anthem. No referral is required.</p>	<p><b>Outside your plan's network:</b> After the calendar-year deductible is met, pay a percentage of costs and all costs above the allowable amount.</p>

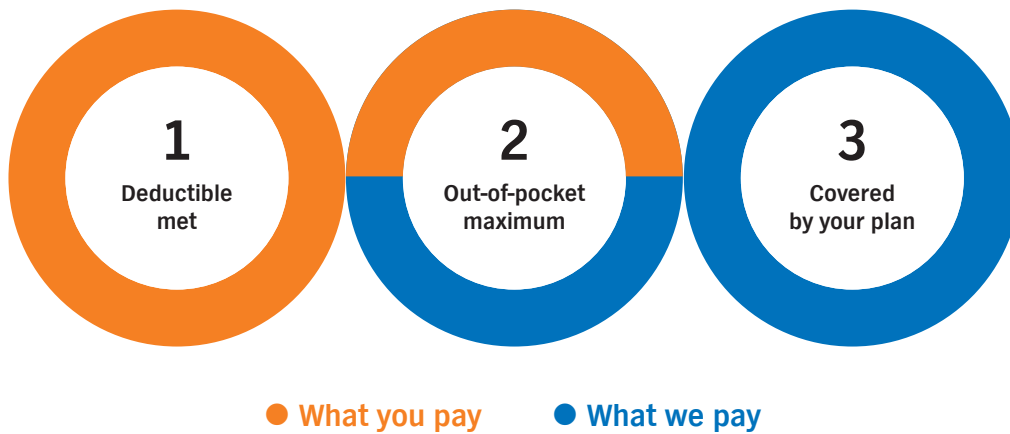
### To make sure you use doctors in your plan's network:

- 1 Log in at [anthem.com/ca/sisc](https://www.anthem.com/ca/sisc) or use our **Sydney<sup>SM</sup> Health** mobile app on a smartphone. Choose **Find Care** to search for doctors and facilities.
- 2 Ask your doctors and other healthcare professionals to only refer you to doctors in your plan's network. If you need care at a hospital, ask if all the facility-based professionals, such as radiologists, anesthesiologists, and pathologists, are part of your plan's network.
- 3 Call the Member Services number on your health plan ID card to check if certain care providers are part of your plan's network.

# How your SISC PPO plan works

To participate in a health plan, a payment called the premium may be deducted from your paycheck on a regular basis. This is separate from what you pay when you receive care.

When you receive care that is covered by your PPO plan:



- 1 You pay your deductible first.** You pay this set amount before your plan starts paying for covered services. If your plan has copays for doctor visits (such as a \$30 flat fee for each visit), you only need to pay the copay for the office visit, while your deductible may apply to other services performed in the office.
- 2 After you meet your deductible, you and your plan share the cost of covered services.** You pay a copay or coinsurance (a percentage of the cost) each time you receive care. Your plan covers the rest.
- 3 You're protected by your plan's out-of-pocket limit.** That's the most you will pay for covered health services each year. Copays, deductibles, and coinsurance all apply to the out-of-pocket limit.

This is a general guide. Your actual costs will depend on the type of plan you choose, the services you receive, and the doctor or healthcare professional you visit. See your plan information for your specific costs.





## Quality care that's in your plan's network

If you need to find a doctor, hospital, or other healthcare provider, you have access to one of the largest PPO networks in California.

### Find a doctor in your plan

- Go to [anthem.com/ca/sisc](https://anthem.com/ca/sisc).
- Select **Find Care**.
- Choose **PPO** or **Select PPO**, depending on your plan.
- Search for a care provider by specialty, name, national provider identifier (NPI) number, or license number.

### Find a specialty care provider<sup>1</sup>

Blue Distinction Centers and Blue Distinction Centers+ have been recognized for providing high-quality, effective, and cost-effective specialty care. The award is only presented to facilities that pass a rigorous review of their processes and performance. They have consistently proven their expertise at delivering quality care. That could mean fewer complications, fewer readmissions, and higher survival rates.

#### To be covered, your SISC PPO plan requires the following:

- Bariatric surgery needs to be performed at a hospital that has received either the Blue Distinction Center or Blue Distinction Center+ designation.
- Hip and knee replacement, as well as certain spine surgeries, needs to be performed at a hospital that has received a Blue Distinction Center+ designation.

#### To find a Blue Distinction Center+ hospital for nonemergency inpatient hip, knee, and spine surgeries:

- Go to [anthem.com/ca/sisc](https://anthem.com/ca/sisc).
- Select **Find Care**.
- Scroll down and choose **Find a Blue Distinction** or **Blue Distinction+ Center for Hip, Knee, Spine, and Bariatric Surgeries**.

If there is no Blue Distinction Center+ within 50 miles of your home, a travel benefit is available that covers travel for the patient and a companion. It also includes a concierge service, called Healthbase, that can help you with travel arrangements and setting up appointments. Our Member Services team can connect you with a Healthbase representative.



## Options for urgent care

If you need nonemergency care and your primary care doctor is not available, the options below typically have shorter wait times and lower costs than emergency departments.

**Urgent care centers** — can treat many injuries and illnesses, including the cold and flu, urinary tract infections, eye infections, burns, fractures, and sprains. There are two ways to find a facility in your plan:

- Go to [anthem.com/ca/sisc](https://www.anthem.com/ca/sisc) and choose **Find Care**.
- Call your dedicated Anthem Member Services team using the number on your ID card.

	Cost <sup>2</sup>	Average wait time
<b>Emergency department visit</b>	\$100 copay <sup>3</sup>	4 hours
<b>Urgent care center in your plan's network</b>	\$10-\$30 copay	1 hour

Always call 911 or go the nearest emergency department if you are experiencing a serious or life-threatening condition.

## Find care outside of the United States

If you're outside the U.S., you can use the **Blue Cross Blue Shield Global Core program** to find preferred doctors and hospitals in nearly 190 countries and territories around the world.<sup>4</sup> This service can help you arrange a doctor visit or hospital stay.

Call the Blue Cross Blue Shield Global Core program 24/7 at **800-810-2583 (BLUE)** or call collect at **804-673-1177**.

# Your pharmacy benefits

## Navitus Health Solutions administers your pharmacy benefits

Navitus Health Solutions is committed to lowering drug costs, improving health, and delivering superior service.<sup>5</sup> Navitus contracts with many independent pharmacies and major retail pharmacies (except Walgreens®). Navitus has also partnered with Costco to help you save time and money. Costco membership is not required to use the Costco pharmacy.

Through a partnership with Costco, you can:

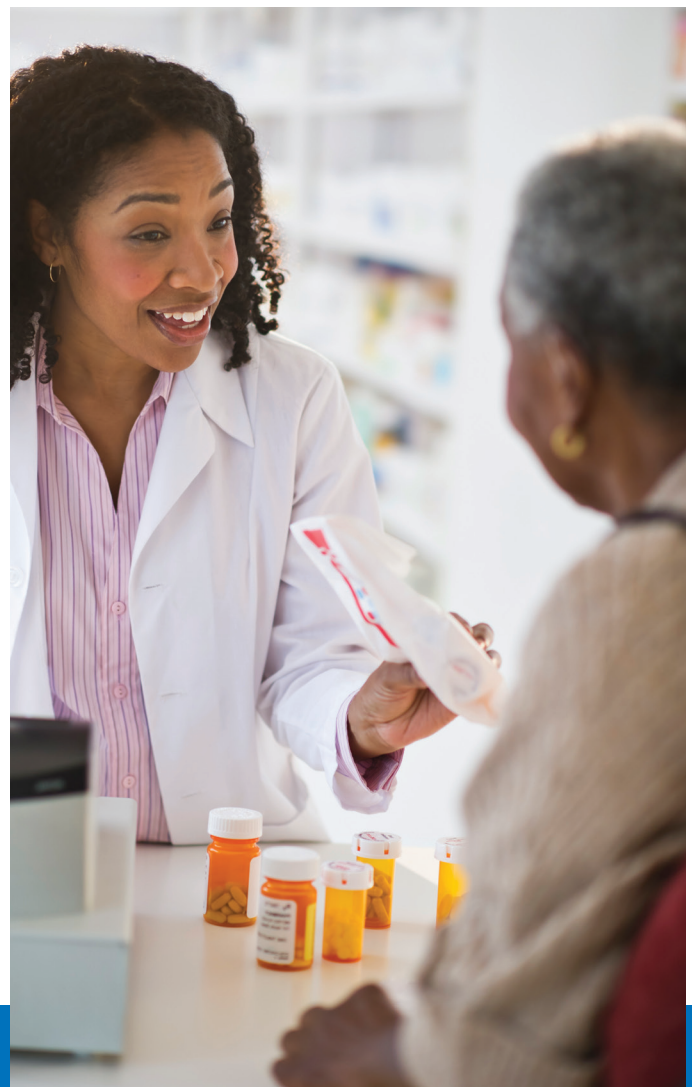
- Order refills online, by phone, or by mail.
- Save on generic medicines.
- Receive up to a 90-day supply of covered long-term maintenance medicines, such as those for high blood pressure or high cholesterol.
- Pick up your prescriptions at an in-store Costco pharmacy or have them delivered at no extra cost on most plans.

- Navitus Health Solutions is available 24 hours a day, seven days a week, to help you understand or manage your medicines. Visit [navitus.com](https://navitus.com) or call **866-333-2757**.

**Please be aware that there are certain narcotic pain and cough medicines excluded from the generic prescription program. In addition, certain pharmacies, such as Walgreens, may not be in your plan's network. Log in to the member homepage at [navitus.com](https://navitus.com) to find pharmacies in your plan's network.**

### How to fill a prescription

<b>Costco in-store pickup</b>	<ul style="list-style-type: none"><li>• Take your prescription to the pharmacy.</li><li>• Provide the pharmacist with your SISC ID card.</li></ul>
<b>Home delivery</b>	<ul style="list-style-type: none"><li>• Visit <a href="https://pharmacy.costco.com">pharmacy.costco.com</a>.</li><li>• Call Costco Home Delivery Pharmacy at <b>800-607-6861</b> for forms and instructions.</li></ul>
<b>Specialty medicines</b>	<ul style="list-style-type: none"><li>• 30-day supplies of specialty medicines are only available through Navitus Specialty Pharmacy home-delivery services. To order, you can:<ul style="list-style-type: none"><li>— Log on to the member homepage at <a href="https://navitus.com">navitus.com</a>.</li><li>— Call <b>866-333-2757</b>.</li></ul></li></ul>



# Convenience through technology

## Digital ID cards

Register at [anthem.com/ca/sisc](https://www.anthem.com/ca/sisc) or use the Sydney Health app to access a digital ID card.

Your digital ID card always has the latest information. That means you can be sure you're giving the right details to your doctor or healthcare professional.

You can:

- Print a copy of your ID card.
- Email or fax your card from your computer or mobile device.
- Show your digital ID card to your doctor using a mobile device.
- Download the card to a device so you have it if you lose your cell signal or internet connection.

## The Sydney Health app

The Sydney Health mobile app allows you to access your benefits, claims, health reminders, a care provider finder, and your digital ID card from anywhere, at no added cost to you.

You must be registered at [anthem.com/ca](https://www.anthem.com/ca) to download and use the Sydney Health app. Use your device to scan the QR code here, or:

- 1 Visit the App Store® or Google Play™ on your smartphone or mobile device.
- 2 Search for **Anthem Blue Cross**.
- 3 Select the **Sydney Health app**.
- 4 Start the no-cost download.





# Elective outpatient procedures

SISC and Anthem are working together to help keep your out-of-pocket costs low while making sure you have access to quality care.

Elective outpatient procedures, such as a colonoscopy, upper GI endoscopy, cataract surgery, and arthroscopy, can cost up to three times more in a hospital than in an ambulatory surgery center (ASC). The price differences aren't often based on better quality or clinical outcomes.

	Cost at an ambulatory care center <sup>6</sup>	Cost at a hospital <sup>6</sup>
Arthroscopy	\$2,700	\$4,900
Cataract surgery	\$1,400	\$4,000
Colonoscopy	\$800	\$1,900
Upper gastrointestinal (GI) endoscopy	\$600	\$2,600

## You have a choice

If you need a colonoscopy, upper GI endoscopy, cataract surgery, or arthroscopy, you have two options:

### 1 Save by having these procedures done at an ambulatory surgery center.

Data shows that services at an ASC are generally the same as in the hospital setting, and the average cost is significantly lower.<sup>7</sup>

If these elective procedures are performed at a participating ASC, you will not have extra costs beyond your deductible and coinsurance. The maximum benefit does not apply.

For specific information about your plan benefits and participating ambulatory surgery centers, visit [anthem.com/ca/sisc](https://www.anthem.com/ca/sisc) or call the Member Services number listed on your ID card.

### 2 Have these procedures done at a hospital.

To help you receive the quality care you need while keeping your costs low, your plan includes a maximum benefit for these elective outpatient procedures when they are performed in a hospital or at a nonparticipating ambulatory surgery center:

Maximum benefit at an outpatient hospital in your plan's network	
Arthroscopy	\$4,500
Cataract surgery	\$2,000
Colonoscopy	\$1,500
Upper GI endoscopy with biopsy	\$1,250
Upper GI endoscopy	\$1,000

If your bill is higher than your maximum benefit, you will be responsible for paying the difference, unless Anthem receives advance certification from your doctor that the procedure needs to be performed in a hospital setting. This amount is in addition to your deductible and coinsurance.

In rare situations, there may be times when you may be covered if these outpatient procedures are performed at a hospital. This might apply if you:

- Live more than 30 miles away from an ASC in your plan's network that can provide the service.
- Cannot make an appointment at an ASC in your plan's network within a reasonable period of time.
- Receive advance clinical justification from your doctor for using a hospital in your plan's network.
- Have emergency needs.

# Your Employee Assistance Program

SISC health plans provide an Employee Assistance Program (EAP). This program encourages employees and retirees (excluding Individual retiree plans) to use services early, before issues significantly impact their personal life or work.

The EAP also assists with more-serious concerns, such as alcohol and drug problems, family violence, and thoughts of suicide. Your plan includes toll-free help 24/7 through phone counseling and referrals, as well as up to six face-to-face counseling sessions for each issue, every year, for you and each household member.

## Your EAP offers:

- Face-to-face counseling.
- Virtual or online counseling.
- Legal assistance.
- Financial assistance.
- ID recovery.
- Crisis consultation.
- Learn to Live emotional well-being resource.
- Tobacco cessation resources.
- Dependent care and daily living resources.

## Members of school district management and administration also have access to:

- **Management consultations** regarding how to handle personnel issues as they may impact job performance.
- **Critical incident debriefings** for employees impacted by incidents such as violent crimes, accidents involving injury or death, and natural disasters.

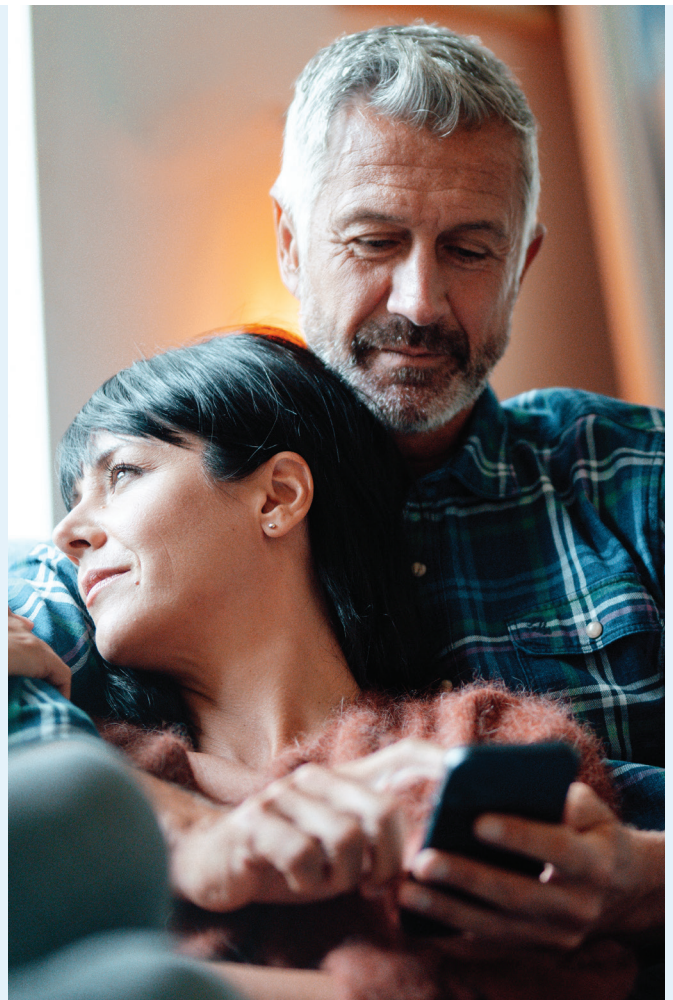
## Learn to Live offers help whenever you need it

Your emotional health is an important part of your overall health. With Emotional Well-being Resources, administered by Learn to Live, you can receive support to help you live your happiest, healthiest life.

Our digital tools can help you identify thoughts and behavior patterns that affect your emotional well-being and work through them. You'll learn effective ways to manage stress, depression, anxiety, substance use, and sleep issues.

Learn to Live offers resources such as:

- **Personalized, one-on-one coaching** by email, text, or phone.
- **Help for building a support team** with friends and family.
- **Guidance about practicing mindfulness on the go** with weekly, motivational text messages.
- **Live and on-demand webinars** to improve mental well-being.
- **Reduction in force (RIF) consultations** for managers handling a difficult layoff.



# Anthem EAP

The resource you need to make a difference



## Connect with EAP 24/7

Visit [anthemeap.com](http://anthemeap.com), select EAP Member Login, and enter SISC as the full company name or program. You can also call 800-999-7222.



## Support for all your health needs

Through your SISC plan, you have access to Anthem programs and services that can help you live a healthy life and find the best care possible — now and in the future. Here are some of the resources available to you:

### Case Management

A hospital stay or long-term health issue can leave you overwhelmed and looking for help and support.

That's why Anthem has a team of registered nurses, supported by clinical experts, trained to help during stressful times. They're called nurse care managers, and they are your healthcare advocates. Their goal is to understand your needs and help you receive the best care possible.

Depending on your needs, a nurse care manager might help you:

- Find out more about your health issue and treatment options.
- Talk with your doctors and the rest of your healthcare team — and encourage them to talk with each other.
- Review your health plan to help you save money and receive the most value from the plan.
- Connect with nearby resources, such as home care services and community health programs.
- Take steps to make healthy changes.

SISC members can self-refer by calling **888-613-1130**.

### SISC expert medical opinion program

SISC contracts directly with Teladoc® to provide an expert medical opinion program. You can receive confidential second opinions from nationally recognized medical experts specializing in your area of need — with no travel required. The program is fully sponsored by SISC and available at no extra cost to eligible employees and covered dependents.

Teladoc's experts can communicate with you by phone or through a secure website or app. They can provide medical advice on a diagnosis, treatment option, or surgery, including those related to joint, back, chronic pain, heart issues, and cancer.

This expert medical opinion program can help if you:

- Are unsure about a diagnosis or need help deciding on a treatment option.
- Need guidance on a mental health condition or one that isn't improving with treatment.
- Need help finding a doctor who specializes in your condition.
- Have been admitted into the hospital and want expert medical guidance.
- Have medical questions or concerns and want a leading expert's advice.

To reach a Teladoc medical expert, visit [teladoc.com/sisc](https://teladoc.com/sisc), call **800-TELADOC (800-835-2362)**, or download the app.

## Oncology Center of Excellence program

The Contigo Health Oncology Center of Excellence (COE) program can help you and your enrolled dependents navigate a cancer journey, providing expert evaluation and extra support along the way. It is available at no additional cost to you.

The program provides SISC health plan members access to City of Hope, a leading National Cancer Institute (NCI)-designated institution that specializes in all types of cancers. This program is designed to support you and your treating oncologist in confirming that you have the right diagnosis and right treatment for your needs.

The specialists within the Oncology COE program provide a comprehensive evaluation and review of your medical records, including your scans and images, and make recommendations on your treatment plan. If the care you need isn't available locally, the Contigo Health Oncology COE program coordinates care at City of Hope at no extra cost to you.

During the program, you will be connected to a Contigo Health oncology patient advocate who will help you every step of the way — including completing a needs assessment, navigating insurance plan questions, and identifying community resources and other SISC programs that can support your overall health and well-being.

To learn more or join the Oncology COE program, call **877-220-3556** Monday through Friday, 6 a.m. to 6 p.m. Pacific time, or visit [sisc.contigohealth.com](https://sisc.contigohealth.com).

## Vida Health virtual health support

Vida Health (Vida) offers personalized health programs, coaching, and therapy — combined with digital therapeutic programs to help you achieve your health goals.

You can sign up through the mobile app or website, where you have the chance to share your health goals and preferences. Vida uses that information to build a program and experience just for you. The program includes an expert health coach (or therapist), progress tracking through in-app trackers and connected devices, and helpful resources like videos, lessons, practices, and recipes. It's all aimed at helping you achieve better health, in a way that works for you.

To enroll in Vida, visit [vida.com/sisc](https://vida.com/sisc), download the app, or call **855-442-5885**.

## Physical medicine services

Your benefit plan includes physical medicine services, such as care from chiropractors and physical therapists in your network. If your care is determined to be medically necessary by American Specialty Health (ASH), these services are available to you without plan limits.<sup>8</sup> ASH is a national health services organization that specializes in the review of physical medicine services. Your physical medicine provider will contact ASH for you to request the medical necessity review.

To find physical medicine providers in your plan, visit [anthem.com/ca/sisc](https://anthem.com/ca/sisc) or call the Member Services number on your ID card.

## Hinge Health for joint or back pain

Hinge Health is a digital care program designed to address back, knee, hip, shoulder, and neck pain.

Hinge Health connects you with a personal health coach and mails you a no-additional-cost kit with sensors and a tablet, loaded with 15-minute exercise programs. By using the sensors while performing the exercises three times a week, you receive real-time feedback and adjustments. The exercises are tailored to your abilities and pain level, and adapt as you continue to improve. Your coach is available by email, text, or phone to answer questions and provide guidance.

Visit [hingehealth.com/for/sisc1](https://hingehealth.com/for/sisc1) to find out if you meet the program's eligibility requirements.





## Receive virtual primary care with Eden Health\*

When you need primary care, just ask Eden. The **Eden Health app** connects you to an entire healthcare team. As part of your benefits, you have 24/7 access to a care team who works together to offer you primary care, mental health support, and answers to follow-up care questions — all in one app.

The care team at Eden Health can also provide:

- Diagnosis and treatment options.
- Prescription refills.
- Scheduled video visits or live chats.
- Specialist referrals.

To learn more, visit [edenhealth.com](https://edenhealth.com).

\* Not eligible for health savings account members.

## Autism Spectrum Disorder Program

If your child is on the autism spectrum, we're here to support your whole family and help create a strong care system. We'll help you:

- Strengthen the family unit and make it easier to understand how to use available care.
- Guide your whole family through the healthcare system.
- Use your benefits effectively to receive the best outcomes.

The Autism Spectrum Disorder (ASD) Program provides these services:

### Community resources and family support

The ASD Program team helps:

- Connect you to resources and knowledge that build a strong foundation of care.
- Tailor referrals and education to meet your family's needs.
- Provide ongoing support so you and your family can overcome obstacles and add new services.
- Make it easier to reach your family's lifestyle and health goals.

### Coordinated care

ASD case managers help you:

- Navigate the complex healthcare system.
- Address unique challenges of your situation.
- Build a custom care plan for your child.
- Find available services and connect you to needed care.
- Link your child's treatment providers together for better collaboration.

### Clinical review of applied behavior analysis

A highly trained team of clinicians, experienced with families touched by ASD, works hard to make sure your child receives the right care from the right care provider, at the right time.

To learn more, call the ASD Program team at **844-269-0538**.

## Maven maternity program

Maven offers 24/7 virtual access to one-on-one maternity and postpartum support. Maven matches you with a care advocate who connects you to maternity and postpartum content to help guide you through motherhood.

Maven provides support for:

- Pregnancy
  - Midwives, OB-GYNs, and doulas
  - Birth planning
  - Prenatal nutritionists
  - Mental health specialists
  - Loss support
- Postpartum
  - Infant care advice
  - Pediatricians
  - Lactation counseling
  - Infant sleep coach
- Return to work
  - Emotional support
  - Back-to-work support
  - Career coaching

To learn more, download and log in to the Maven Clinic app or visit [mavenclinic.com/join/sisc](https://mavenclinic.com/join/sisc).





## SpecialOffers<sup>SM</sup>

Save on products and services for healthy living

Visit [anthem.com/ca/sisc](https://anthem.com/ca/sisc) to take advantage of these discounts:<sup>9</sup>

### Vision and hearing

**Glasses.com<sup>®</sup>** and **1-800 CONTACTS<sup>®</sup>** — Order the latest brand-name frames for a fraction of the cost at typical retailers. You also receive an additional \$20 off orders of \$100 or more, plus no-additional-cost shipping and returns.

**Premier LASIK** — Save \$800 on LASIK when you choose any featured Premier LASIK network provider. Save 15% with all other care providers in your plan's network.

**NationsHearing<sup>®</sup>** — Receive hearing screenings and in-home service at no additional cost, plus up to 50% off hearing aids.

**Hearing Care Solutions** — Offers include digital instruments starting at \$500, a no-cost hearing exam, a three-year warranty, two years of batteries, and unlimited visits for one year.

### Earn up to 15% back at more than 12,000 stores with PayForward

After enrolling at [anthem.payforward.com](https://anthem.payforward.com), there are three ways to earn cash back:

- 1 Through [anthem.payforward.com](https://anthem.payforward.com).
- 2 Shop in-store and use your linked credit or debit card.
- 3 Use mobile pay in a participating store.

Your cash back can be:

- Used to pay for part or all of your purchase if you use mobile pay.
- Transferred to a linked bank account or to your Anthem Health Wallet to pay for healthcare costs, such as copays, deductibles, and medicines.
- Transferred to a friend or family member who is also a PayForward<sup>®</sup> member.
- Donated to a charity.

For more information, contact PayForward Member Services at [support@payforward.com](mailto:support@payforward.com) or 844-944-9273.



## Fitness and health

**Active&Fit Direct™** — Offered through American Specialty Health Fitness, Inc., Active&Fit Direct provides \$28-a-month membership (plus a \$28 enrollment fee and applicable taxes) at your choice of more than 12,200 participating fitness centers nationwide.<sup>10</sup>

**Fitbit®** — Save on a special selection of trackers from Fitbit.

**Jenny Craig®** — Receive a no-additional-cost, three-month program (food not included) plus \$120 in food savings (purchase required), or save 50% off premium programs (food not included).

**GlobalFit®** — Enjoy discounts on gym memberships, fitness equipment, and coaching.

**Garmin®** — Save 20% on select Garmin wellness devices.

## Family and home

**23andMe®** — Receive \$40 off each Health + Ancestry Service Kit, or save 20% on a 23andMe kit.

**Safe Beginnings®** — Save 15% on baby-proofing supplies, ranging from safety gates to outlet covers.

**Nationwide® pet insurance** — Save 5% when you enroll a single pet or 15% when you enroll multiple pets.

**ASPCA® pet insurance** — Receive 5% off pet insurance through the American Society for the Prevention of Cruelty to Animals (ASPCA). Choose from three levels of care, including flexible deductibles and custom reimbursements.

**WINFertility®** — Save up to 40% on infertility treatment.

**LifeMart®** — Enjoy savings on beauty and skin care, diet plans, fitness club memberships and plans, personal care, spa services, yoga classes, sports gear, and vision care.

## Medicine and treatment

**Puritan's Pride®** — Enjoy discounts on a large selection of vitamins, minerals, and supplements.

**Brevena®** — Receive a 41% discount on Brevena skin care creams and balms.

**LivingWellRested** — Save 15% on the LivingWellRested online video coaching course.

## Credit monitoring service

Your personal information should stay personal and private. That's why your plan includes coverage from AllClear ID. If there's an issue with your identity, a dedicated investigator will help you recover financial losses, restore your credit, and make sure your identity is returned to its proper condition.

You can also sign up for AllClear Credit and Identity Theft Monitoring for an extra layer of protection — including credit monitoring, identity theft monitoring, identity theft insurance, and ChildScan services for minors.

To learn more, visit [anthemcares.allclearid.com](https://anthemcares.allclearid.com) or call AllClear ID at **877-736-4486**, Monday through Friday, 6 a.m. to 6 p.m. Pacific time.









# We're here to help

## Claims and customer service

### Anthem Blue Cross Employee Assistance Program

[anthemeap.com](https://www.anthem.com/eaap)

800-999-7222

### Anthem Blue Cross

[anthem.com/ca/sisc](https://www.anthem.com/ca/sisc)

800-825-5541

### SISC Dental Health Network

[anthem.com/ca/sisc/dental](https://www.anthem.com/ca/sisc/dental)

844-729-1565

### Delta Dental

[deltadentalins.com](https://www.deltadentalins.com)

866-499-3001

### Foundation for Medical Care of Kern County

800-322-5709

### Foundation for Medical Care of Tulare and Kings County, Inc.

800-662-5502

### Foundation for Medical Care of Merced County

209-723-9157

### Vision Service Plan (VSP)

[vsp.com](https://www.vsp.com)

800-877-7195

### EyeMed

[eyemed.com/en-us](https://www.eyemed.com/en-us)

866-800-5457

### Maven

[mavenclinic.com/join/sisc](https://www.mavenclinic.com/join/sisc)

### Navitus Pharmacy

Customer service and home-delivery service

[navitus.com](https://www.navitus.com)

866-333-2757

### Costco mail-order pharmacy

[pharmacy.costco.com](https://www.pharmacy.costco.com)

800-607-6861

### Eden Health

[edenhealth.com/sisc](https://www.edenhealth.com/sisc)

### Expert medical opinion

[teladoc.com/sisc](https://www.teladoc.com/sisc)

800-835-2362

### Vida Health

[vida.com/sisc](https://www.vida.com/sisc)

855-442-5885

### Hinge Health

[hingehealth.com/for/sisc1](https://www.hingehealth.com/for/sisc1)

1 Designation as Blue Distinction Centers means these facilities' overall experience and aggregate data met objective criteria established in collaboration with expert clinicians' and leading professional organizations' recommendations. Individual outcomes may vary. To find out which services are covered under your policy at any facilities, please call your Member Services team.

2 For many members, deductibles and coinsurance may apply, which can make an even greater difference in the cost between an emergency room and alternate site of care. This is applicable for PPO members only.

3 Applicable deductible and coinsurance may apply.

4 GeoBlue: *More than 25 years as a leader in international healthcare* (accessed February 2022); [about-geo-blue.com](https://www.about-geo-blue.com).

5 Navitus Health Solutions is independent from Anthem Blue Cross.

6 Based on SISC claims data from October 1, 2018, to September 30, 2019.

7 HealthPayerIntelligence: *How Ambulatory Surgery Centers Lower Payer Outpatient Spending* (accessed February 2023); [healthpayerintelligence.com](https://www.healthpayerintelligence.com).

8 Chiropractic management administered by American Specialty Health, Inc., an independent company.

9 All discounts are subject to change without notice.

10 Active&Fit homepage (accessed February 2023); [activeandfitdirect.com](https://www.activeandfitdirect.com).

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2023

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.

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