



Connecticut Pipe Trades Health Fund

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IMPORTANT NOTICE ABOUT YOUR HEALTHCARE BENEFITS **NEW IDENTIFICATION CARDS ENCLOSED**

May 2017

To All Active Participants and Retirees Not Yet Eligible For Medicare:

New Identification Cards

Enclosed please find two (2) new Health Benefit identification cards to be utilized for services on or after **June 1, 2017**. Please discard your prior Connecticut Pipe Trades Health Fund identification cards, as use of those cards will no longer be valid as of June 1, 2017.

Please destroy your old identification card and present your new card to your physician at your next office visit or upon admission to a hospital or other facility.

The new identification cards are for you and your dependents and have been updated to reflect two (2) new Anthem programs beginning June 1st and July 1st. These programs have been outlined below. Please keep an eye out for additional information describing these improved programs and how they can be helpful to you and your family.

1. Anthem LiveHealth Online (effective June 1, 2017):

This program replaces the 24/7 Nurse Line and the Future Moms Program that are currently in place. LiveHealth Online offers 24 hours a day, 7 days a week service that allows you to have a video chat on your computer or mobile device with a licensed physician. After signing up, you simply log in to select a doctor that can immediately answer questions, assess your condition, and even provide a prescription. **There is no copay for using Anthem LiveHealth Online.**

Download the app and/or register by following these easy steps:

1. Visit the website: livehealthonline.com
2. Enter your name,
3. Enter your email,
4. Choose a password,
5. Select "Anthem Blue Cross/Blue Shield" as the provider; and
6. Enter the PTH number shown on your new Health Plan ID card.

2. Anthem Benefit Advisors (effective July 1, 2017):

This is a new program that is a special team of experts at Anthem that provides guidance on the best facilities for both quality and cost near you. Anthem Benefit Advisors can help you make a better choice for the care you receive, such as a primary care physician or urgent care facility in place of the Emergency Room.

Furthermore, if you use an Anthem Benefit Advisors recommended facility for a certain procedure or exam (knee surgery, hip surgery, shoulder surgery, MRIs, etc.), you will not have to pay any copay!

Anthem Benefit Advisors: 844-437-0488

Additional Improvement to the Plan (effective June 1, 2017): Enhanced Personal Health Care

Anthem's Enhanced Personal Health Care (EPHC) program is designed to improve the overall health of the patient by emphasizing the importance of the primary care physician's role. Anthem explains that this program provides "physicians with tools, resources and meaningful information that promote (1) access, (2) shared decision-making, (3) proactive health management, (4) coordinated care delivery, (5) adherence to evidence-based guidelines and (6) care planning built around the needs of the individual patient, leading to improved quality and affordability". Enhanced Personal Health Care also functions as the replacement for the existing Disease Management program.

If you have not already, we strongly encourage you and your family to find a primary care physician within the Anthem Blue Cross and Blue Shield network of physicians in order to benefit from this program.

Wishing you and your family the best of health,

Board of Trustees