

Anthem/LACERS -Members
Meeting

Chat Report for Oct 29, 2021

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Supplement and advantage plan the difference?

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If we're currently in the Anthem Medicare Supplement plan, & we want to stay in the new replacement Anthem Medicare Advantage plan, we'll automatically be transitioned into the new plan, & we don't have to submit any forms or change request, is that correct?

-  [REDACTED]

If we retired in the middle of 2021, can we still change now with open enrollment? Because UCLA is no longer going to be with SCAN; I need to change to Anthem to keep our doctors

-  [REDACTED]

[REDACTED] You are correct. If you are currently in the Medicare Supplement plan today no action is needed on your part as you will be automatically transitioned to the NEW Anthem Medicare Advantage Plan effective 1/1/2022.

-  [REDACTED]

Will we be issued new cards, member ID numbers etc. and must this be communicated to our provider(s).

-  [REDACTED]

I retired on Jan. 2, 2021 and my LACERS health plan (SCAN) became effective on Mar. 1, 2021. Am I eligible for open enrollment?

-  [REDACTED]

I am [REDACTED] I am currently in the Anthem Medicare program. Will I be automatically switched over or do I need to do something? I'm also in the Delta USA hmo dental, I need to switch to the Delta PPO.

-  [REDACTED]

[REDACTED] You are eligible to participate in open enrollment.

-  [REDACTED]

[REDACTED] if you are part of our Life and health, If you are currently in the Medicare Supplement plan today no action is needed on your part as you will be automatically transitioned to the NEW Anthem Medicare Advantage Plan effective 1/1/2022.


-  [REDACTED]

Thank you. I guess I will call LACERS to change dental plans.



My doctor's office receptionist told me that even though Anthem Blue Cross PPO had no deductible that Medicare will have a deductible that needs to be met. Is this true?



 Yes, New ID cards will be issued. They will arrive in December prior to the effective date. Yes, you will want to update your providers with your new medical coverage under the Anthem Medicare Advantage Plan.



I would like to see a slide that highlights the differences between the current Anthem Blue Cross PPO/Medical Supplement vs the 2022 Anthem PPO/Medicare Preferred PPO.



Hello,



We have a website available [anthem.com/ca/lacerswellness/](https://www.anthem.com/ca/lacerswellness/) which contains plan information as well as "Find Care" to locate in-network providers however, our plan includes an out of network component that allows you to access providers who accept Medicare Assignment.




When will we be receiving our new ID card with this new plan?



I was with Kaiser, how to transfer Medical record to anthem?



 Under this plan there is no deductible for you to meet. You just simply go and can access care. The provider just simply needs to bill us. Should they have questions we have a

helpful flyer out on our website. Or if you call our customer service we will call them on your behalf to explain how our plan works. <https://www.anthem.com/ca/lacerswellness/>

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New ID Cards will arrive in December prior to the effective start date of the plan for 1/1/2022.

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Will this complete zoom be on YouTube so that I may watch it in it's entirety?


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how many trips allowed per year for non emergency transportation?

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Please help us to pay less for medicare part B. It will be increased next year. Thanks a lot.

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 Yes, we are recording this meeting and placing it on our website. Also, there will be three more on the following Fridays - Oct 27, Nov 5, and Nov 12.

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does grab bar benefit include installation?

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The 12 trips they talk about are really 6 round way trips.

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Is a Apple Watch an approved health & fitness tracker?

- 

Hello, Non-Emergency Transportation is covered under the plan 12 trips within 60 mile radius.


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Who is in the hearing aid network in north county San Diego? Or is there a list where I can see network doctors?

- 

1. If I want to go to a Pilates studio, does Silver Sneakers apply? If yes, how do I go about doing this? What kind of discount?


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 SilverSneakers has participating fitness companies in its network. You would need to ask the Pilates Studio if they participate in SilverSneakers. My personal knowledge is that they work more with gyms than independent studios. But, I don't know for sure.


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I am in Kaiser and medicare A & B, How can I enroll in Anthem blue cross PPO?

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 Just submit a LACERS enrollment form and the needed other senior forms requesting to change plans before November 15.

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 If you are wanting to transfer any of your medical records over to Anthem you can simply call in to start the process. Our First Impression customer service representative can help assist you with the transition. Our First Impressions Phone number is 1-833-848-8729.

- 

Do we need to be preapproved if we go to out of network provider?

- 

[REDACTED] We are partnered with Hearing Care Solutions. You can contact our First Impressions Customer Service to locate a provider near you at 1-833-848-8729 or by accessing our website <https://www.anthem.com/ca/lacerswellness/> -- Anthem.com at the upper right corner and by selecting Find Care (medical) to locate Hearing Aid Providers.

- [REDACTED]

DO YOU HAVE TO LIVE IN THE PLAN'S SERVICE AREA TO QUALIFY?

- [REDACTED]

Can you use both the Vision coverage in this plan along with the Blue View Vision to give greater coverage for buying glasses?

- [REDACTED]

[REDACTED] It is not an Apple Watch however it is a no-cost wearable fitness device to monitor your physical activity and progress toward healthy behaviors. For better brain health, you will have access to an online program with exercises that work out your attention span, brain speed, memory fitness, people and navigation skills, and intelligence. Access this program on your own schedule through any computer, tablet, or smart device with an internet connection.

- [REDACTED]

[REDACTED] You can access any SilverSneakers gym who has participating Pilates programs. I would recommend calling SilverSneakers to assist locating a gym near you. 1-866-584-7389

- [REDACTED]

Different SilverSneakers gyms may have different class offerings available to you. SilverSneakers offers the flexibility to access multiple gym locations.

- [REDACTED]

Good Morning to All.

- [REDACTED]

What is the difference between Preferred Brand and Non-Preferred Brands/Non-formulary?

-  [Redacted]

[Redacted]

-  [Redacted]

[Redacted] Our Anthem Medicare Preferred PPO plan is a national plan which allows you to access coverage throughout the United States & even Puerto Rico. You must simply reside in the United States to be eligible for our plan.

-  [Redacted]

Right now I have Medicare card, Anthem card PPO and BlueCross MedicareRx. I will be in Medicare Preferred PPO automatically. Is it right? And I will have only one card ? Thanks

-  [Redacted]

www.anthem.com/ca/lacerswellness

-  [Redacted]

[Redacted] YES! You can utilize both the Vision coverage in this plan along with your Blue View Vision plan.

-  [Redacted]

[Redacted]

-  [Redacted]

do they have to take this coverage if they are out of network and accept Medicare?

-  [Redacted]

Will I need to be preapproved before I go to an outside network doctor?

-  [Redacted]

What OTC Drugs are covered? Are Enzyme Supplements covered?



Preferred brand medications are also known as Tier 2 medications covered under the Anthem formulary. Non-preferred drugs are Tier 3 brand drugs under our formulary that are typically higher in cost. Under our plan Preferred (Tier 2) medications are \$25 and Non-Preferred brands (Tier 3) are covered at \$50.



It didn't really answer my question. Can you please define Preferred Brands vs NON-Preferred Brands? Thank you.



My current Anthem HMO limits physical therapy treatments for chronic back pain to a very limited number of visits, even at Pain Management. With the Medicare PPO which I will qualify for next March or April, does Anthem limit the number of PT for chronic back pain?



Do we enroll in Blue Vision or is it automatic?



If I go to an eye doctor that does not accept Blue View, can I ask for a re-imburement?



No preapproval necessary before accessing an out of network provider. You have the freedom to choose in-network and out-of-network Medicare Accepting providers with direct access. No referrals needed.




I have a question.



How & where can we get an expedited REFUND/CREDIT REQUEST? The IngenioRx Pharmacy Dept (staff or Senior Coordinators) aren't that helpful. An incorrect charge for a medication refilled last July, to this date OCTOBER it hasn't gotten resolve. SENIORS REALLY NEED YOUR HELP ON THIS. THANK YOU.


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 Preferred brand drugs may be drugs not available in generic form but are chosen for as Preferred Brands as they are more cost effective compared to more expensive alternatives. The cost share of these prescriptions are more than generic medications but less expensive than non-preferred medications.


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What is CMS?

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 CMS= Centers for Medicare & Medicaid Services

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1. Regarding the deductible,  said there is no deductible. However, Medicare has a deductible, so does this mean that we will still have a deductible for Medicare, or no deductible at all?. We have been told that we will automatically be enrolled in the Anthem Blue Cross Medicare Preferred (PPO). The

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CMS is the federal agency that administers our nation's major healthcare programs which include Medicare and Medicaid. We are required to cover all benefits that Medicare covers and more.

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With Prior authorizations, will this limit the doctor being able to order a needed MRI and instead have to order a less effective CT Scan?

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Sorry, I did not finish my second question. We have been told that we will automatically be enrolled in the Anthem Blue Cross Medicare Preferred (PPO) without doing anything. So we are also automatically enrolled in the Blue Vision, and we need not do anything, correct?

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██████████ The Anthem Medicare Advantage Preferred PPO plan has a \$0 deductible in-network and out-of-network. All medical claims will now be billed directly to Anthem Preferred PPO plan.

-  ██████████

I really like this option; it's the best combo of PPO plus HMO.

-  ██████████

First Impressions at 1-833-848-8729

-  ██████████

Either.

-  ██████████

The booklet that LACERS sent us says that the max reimbursement for 2022 is \$494.67 for a member with Medicare Parts A & B. So does this mean that a member will get the percentage of of maximum subsidy depending on their service. For example __% of \$494.67, correct?

-  ██████████

FYI, if any of you are with UCLA Medical Group and SCAN, next year UCLA will not accept SCAN, that's why I am switching to this insurance program.

-  ██████████

██████████

-  ██████████

Does this plan offer a 90 day cost for prescriptions if you purchase it through Antheims preferred pharmacy? Scan offers a 90 day rx cost if you go through their preferred pharmacy which is the same as their mail-in orders.

-  ██████████

I have been a patient of UCLA for years, but this year SCAN gave UCLA the push. Will I be able to list my current UCLA primary and with electing Anthem get full use of UCLA resources?

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Hello, This plan does offer 90 day supply for medication through mail order pharmacy. The cost of the medications are \$0- select generics, \$10 Generics, \$25 Preferred Brands and \$50 Non-Preferred Brands. You can go to a pharmacy in person in our pharmacy network if you choose and pay the same mail order cost.


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Just read the booklet further, and see a clarification, so please ignore question about percentage of \$494.67. My question is what is the reimbursement for Part B from LACERS for 2022?

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That's great being able to get the 90 day mail order cost from a network pharmacy!


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 UCLA is a contracted provider with Anthem so you will be able to continue access to UCLA providers under the new Anthem Medicare Advantage PPO Preferred plan.


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As a current beneficiary with both myself and spouse with Part A and B, do we have to do anything more than file the 2022 Account Change form?

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One more question from  do not need to register both Medicare and Medicare Preferred PPO? Thanks again!

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 have sent you a direct message in private chat if you can please provide your contact information and we will reach out to you.

-  [Redacted]

Thank you very much to all of you for the information!

-  [Redacted]

I really appreciate for your devoted support! ❤️

-  [Redacted]

Thank you for all the information.

-  [Redacted]

Thanks to everyone! [Redacted]

-  [Redacted]


Thank you for all the information. This ZOOM meeting has been very informative.

-  [Redacted]

Very informative and helpful. Thank y'all so much!!

-  [Redacted]

<https://www.anthem.com/ca/lacerswellness/>

-  ..02:24:29

Thank you

-  [Redacted]

Thank you!

-  [Redacted]

Great information. Thanks [Redacted]

