



SPECIAL EDITION

CARE CONNECTION

NEW BENEFIT FOR 2018: LiveHealth Online



Sometimes you just need a doctor, whether you're at home in the middle of the night or in the middle of a road trip. With LiveHealth Online, you have access to a doctor on your schedule — where and when you need one. Because it's an online experience, it's quick, easy and always on your terms. And the best part? It's **free for FMCP members and their dependents for 2018!**

LiveHealth Online uses two-way video to connect you with U.S.-based board-certified doctors who can assess your condition, answer questions and even provide certain prescriptions if needed. All you need is high-speed Internet access and a webcam or the LiveHealth Online app on your smartphone or tablet. There are no long wait times, and appointments are available in all 50 states. A typical doctor's visit will only take about 10 minutes.

When you receive your new 2018 medical ID card, log on to www.livehealthonline.com, provide your name and email address, and pick a password; then **select Anthem Blue Cross and Blue Shield as your insurance and enter your new 2018 member ID**. If you have already registered using your previous member ID, simply log in, click on 'My Account' at the top of the screen, and update your health insurance information with your 2018 member ID to be able to use LiveHealth Online services for free in 2018.

Some of the most common conditions LiveHealth Online doctors see include:

- Cough & cold
- Ear pain
- Headache
- Rashes
- Fever
- Pink eye and other eye infections
- Allergies
- Flu

For these minor conditions and others, LiveHealth Online is your best option; by using LiveHealth Online, you can avoid the costly copays that result from a non-urgent condition without admission to the ER! See the chart below to compare LiveHealth Online's convenient telehealth system to traditional medical care routes, like the ER. For more information about LiveHealth Online, visit www.livehealthonline.com or call 1-888-548-3432 for assistance.

	LiveHealth Online*	Retail Clinic	Urgent Care Center (Walk-in Clinic)	Emergency Room
Average FMCP claim cost	Free for 2018 After 2018, your standard copay or coinsurance rate may apply.	\$150	\$250	\$1,350
Best for	Common illnesses and medical questions	Common illnesses and immunizations	Conditions that aren't life-threatening but still need to be taken care of immediately	Severe and life-threatening emergency conditions and injuries
Patient convenience	<ul style="list-style-type: none"> • Available 24/7 in all 50 states • No doctor's visit or travel required • Little to no wait for an appointment • Staffed by US-based board-certified doctors • Can prescribe certain medications 	<ul style="list-style-type: none"> • Located inside drugstores, supermarkets, and big-box retailers • Usually open during store hours • On-site pharmacy • Usually staffed by advance practice nurses 	<ul style="list-style-type: none"> • Open after normal business hours, including evenings and weekends • Can usually dispense common medications 	<ul style="list-style-type: none"> • Open 24/7 • Long wait times likely • Can prescribe medication but often no on-site pharmacy • \$100 copay if not admitted

* LiveHealth Online is not for emergencies; in the event of a true emergency, please call emergency services (911) or visit an Emergency Room.

NEW UTILIZATION MANAGEMENT VENDOR



Effective January 1, 2018, the new utilization management/care management vendor for the Family Medical Care Plan is Anthem Blue Cross Blue Shield. You will receive a new medical ID card with the appropriate contact information, below:

Anthem Blue Cross Blue Shield
Phone: 855-343-4852

REMINDER! NEW ID CARDS FOR 2018

Plan members will be receiving **new ID cards** with new ID numbers **at the end of the year** that will **become valid on 1/1/2018**. **For all claims incurred in 2017, please continue using your current ID cards.**

You will receive your new ID cards before the end of the year, so look for them in the mail — and save them for 2018!

ANTHEM'S IMAGING PROGRAM GET THE BEST CARE AT THE BEST VALUE



Did you know that the cost for services like MRIs and CT scans can vary a lot, even in the same area? For example, an MRI can cost from \$300 to \$3,000, depending on where you go.

However, a higher price doesn't always mean higher quality. That's why Anthem Blue and Cross Blue Shield has a program to make sure you're getting quality care and saving money whenever possible. It's available at no cost to you through the Family Medical Care Plan.

Here's how it works. If your doctor refers you for a service such as an MRI or CT scan, Anthem will shop around for the best care at the best value. If they find a less expensive option that provides the same or better quality, they'll call to let you know. They can even help you schedule an appointment. Of course, the choice for where you go for care is always up to you.

You can also call them at **1-877-309-4886** if you want them to help you find a provider who will do the procedure at a lower cost. And you can log in at www.anthem.com and use the Estimate Your Cost tool to estimate what a procedure might cost at a local facility.

DON'T FORGET!

Access to Best Doctors services is free for FMCP members and their dependents!

Whether you want to confirm your treatment plan, are considering surgery or need to find a new physician, Best Doctors has services that can help you get the best medical care for you and your dependents.

With **Expert Second Opinion**, you can have your medical case fully reviewed by one of Best Doctors' renowned specialists via the Inter-Consultation Expert Second Opinion service. With one confidential phone call, get a detailed report and a confidential recommendation about your diagnosis and/or treatment plan. With **Ask the Expert**, you can get personalized answers to basic questions about a diagnosis or treatment options. Simply submit your questions to Best Doctors and quickly receive the right guidance from an expert physician. With **Find a Best Doctor**, Best Doctors can help you locate the right in-network doctor in your area based on your specified criteria. And because Best Doctors only selects the best physicians, you'll be sure that you're getting the best care for you.



Best Doctors is available to help you feel confident that you're making the right medical decisions for you. You can access Best Doctors services by calling **1-866-904-0910** or by visiting the member website at <https://members.bestdoctors.com/>.

WE NEED TO BE ABLE TO REACH YOU!

Please provide your contact information for our updated records so you can receive up-to-the-minute health-care information. Visit www.nifmcp.com and submit your information (member name, email address, and cell phone number) via our contact form. List your message as "Updating contact information." Thank you!

IMPORTANT CONTACT INFORMATION

PPO - Anthem
1-800-810-BLUE
(Provider locator services)
www.anthem.com

Rx Drugs - SavRx
1-866-233-4239
www.savrx.com

Best Doctors
1-866-904-0910
<https://bestdoctors.com/>

Dental - MetLife
1-800-942-0854
www.metlife.com/mybenefits

Vision - VSP
1-800-877-7195
www.vsp.com

NECA/IBEW Family Medical Care Plan
410 Chickamauga Avenue, Suite 301
Rossville, GA 30741
1-877-937-9602
www.nifmcp.com