



Important information about provider referrals for plans purchased on and off the Exchange

Providers participating in Anthem Blue Cross' Exchange provider network(s) will support new individual health plans sold on and off the Exchange. Effective dates for these new plans begin January 1, 2014.

Some health plans sold on and off the Exchange will have limited or no out-of-network benefits. It is important for participating providers to take special care to refer members with health plans supported by the Pathway Tiered or Pathway X – Tiered networks to other in-network providers, since there are no out-of-network benefits under the EPO product (except for emergency services). Additionally, it is best to schedule hospital care at Tier 1 hospitals to enable members to maximize their EPO benefits. A list of our Tier 1 hospitals is available from Network Relations.

Providers can identify other in-network providers using two steps:

1. **Check the *Network Name* field on the member ID card** – New member ID cards for individual and small group health plans sold on and off the Exchange will show the name of the provider network supporting the health plan in the "*Network Name*" field.
2. **Confirm the participation status of the provider you are referring to using the *Find a Doctor* tool** – Anthem Blue Cross's Find a Doctor tool allows providers to search for in-network providers using multiple search features. You can search by specific provider name, or you can view a list of local in-network providers by entering information such as provider specialty, zip code, and plan type. Beginning in late September, this tool will include providers participating in the new networks listed in the table below.

<u>Individual Health Benefits</u>	<u>Network Name</u> (which will appear on Member ID cards)	<u>Exchange</u> (purchased ON or OFF Exchange)
EPO	Pathway X- Tiered	Purchased <i>ON</i> Exchange
EPO	Pathway Tiered	Purchased <i>OFF</i> Exchange
PPO	Pathway X - PPO	Purchased <i>ON</i> Exchange
PPO	Pathway PPO	Purchased <i>OFF</i> Exchange
HMO	Pathway X – HMO	Purchased <i>ON</i> Exchange
HMO	Pathway HMO	Purchased <i>OFF</i> Exchange

If you have questions please feel free to contact our Network Relations staff toll-free at 855-238-0095, Monday through Thursday from 9:00 a.m. to 4:00 p.m., or via e-mail at networkrelations@wellpoint.com.