Provider Checklist: The Health Insurance Marketplace is here. Are you ready?

Benefits for new Anthem Blue Cross and Blue Shield (Anthem) health plans purchased on and off the Health Insurance Marketplace (also called the Exchange) are effective beginning January 1, 2014. (As a reminder, we will continue to offer our current suite of products sold off the exchange using our other existing networks for which you are already contracted with Anthem.) Use this checklist to help ensure your office is prepared to service members with these new plans.

Consider the following steps and take action as appropriate:

✓ Verify your participation status in the Anthem Pathway networks that supports plans purchased on and off the Exchange.

✓ If you are a participating “Pathway” provider, ensure appropriate contracted rates are reflected in your accounts receivable systems based on the information listed below for “Identifying Pathway Members”.

Identifying Pathway Members (NV):

<table>
<thead>
<tr>
<th>Alpha Prefix</th>
<th>Health Benefits Plan Option</th>
<th>Product Type</th>
<th>Network Name (which will appear on Member ID cards)</th>
</tr>
</thead>
<tbody>
<tr>
<td>YFI, YFQ</td>
<td>Individual (Exchange)</td>
<td>HMO</td>
<td>Pathway X – HMO</td>
</tr>
<tr>
<td>YFM</td>
<td>Small Group (Exchange)</td>
<td>HMO</td>
<td>Pathway X - HMO</td>
</tr>
<tr>
<td>YFC</td>
<td>Individual (OFF Exchange)</td>
<td>HMO</td>
<td>Pathway - HMO</td>
</tr>
<tr>
<td>YFH</td>
<td>Small Group (OFF Exchange)</td>
<td>HMO</td>
<td>Pathway - HMO</td>
</tr>
<tr>
<td>YFA</td>
<td>Large Group (OFF Exchange)</td>
<td>HMO</td>
<td>Pathway - HMO</td>
</tr>
<tr>
<td>YFD</td>
<td>Small Group (OFF Exchange)</td>
<td>PPO</td>
<td>Pathway - PPO</td>
</tr>
<tr>
<td>YFB</td>
<td>Large Group (OFF Exchange)</td>
<td>PPO</td>
<td>Pathway - PPO</td>
</tr>
</tbody>
</table>

✓ The Pathway network is open access; which means members will still need to choose a Primary Care Physician (PCP), but do not need a referral from their PCP to see any of the Pathway providers.

  o While a referral is not required, members look to their PCP for guidance for specialty care if needed. Providers can identify other in-network providers using two steps:

    − 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.
Educate and inform office staff:

- Confirm the participation status of the provider you are referring to using the Find a Doctor tool – Anthem’s Find a Doctor tool allows providers to search for in-network providers. This tool includes providers participating in the new Pathway network.

Educate and inform office staff:

- Share new member ID card samples with office staff and be able to identify important information on ID cards including:
  - Network name field
  - New alpha prefixes
  - Product name
  - Phone numbers
  - Drug list name
  - Group number (except for Individual products)

- If you are not participating in the Pathway networks, coach your staff on screening techniques to identify these members and verify if the plan includes out-of-network benefits.

- Confirm office staff knows to verify eligibility and benefits for these members as they do today, either online via Availity Web Portal, or by contacting Provider Customer Service using the phone number indicated on the member ID card.

- Know where to find copies of the National Drug List and Select Drug List at anthem.com. Select the Resources tab, and under the header “Forms” click View and Download Forms. Select Nevada, and then select the appropriate drug list as indicated on the member’s ID card and bookmark these links for future reference.

- Review important information about claim processing during the three month grace period (NV) for subsidy eligible individual members with health plans purchased on the Exchange.

Stay informed of important updates about these health plans:

- Read updates Anthem provides about these new health plans sent via Network eUPDATE.
  - These messages are also posted online. Go to anthem.com, and select the Provider link in the top center of the page. Select Nevada from the drop down list, and click Enter. From the Provider Home page, select the link titled Health Insurance Exchange information.

- Register for Anthem’s Network eUPDATE email service in order to receive future updates about the new plans.
  - If you are not yet signed up to receive Network eUPDATEs, go to anthem.com, and select the Provider link in the top center of the page. Select Nevada from the drop down list, and click Enter. From the Provider Home page, select the link titled “Anthem Network eUpdate (registration form)”. 