Anthem Blue Cross and Blue Shield

EGR Member Directories Notification

In accordance to the Center for Medicare and Medicaid Services requirement to mail directories to members at least once every three years after enrollment, Anthem is sending about 50,000 Employer Group Retirees Medicare Advantage/Medicare Advantage Prescription Drug and standalone Prescription Drug Plan members a “local directory” this month.

A “local” directory centers on each member’s ZIP code and pulls in the providers closest to them. Unlike our “regional” directories that are defined by county lines, these directories flex to the unique needs of each member. For example, those who live near county and/or state borders can now see nearby providers across those borders. The directory extends farther for those in rural areas than for those in urban areas. In all cases, multiple ZIP codes are included.

This local directory also helps our members search through a smaller, yet more relevant set of providers. However, each directory might not show every doctor a member might visit. For example, some members tend to travel longer distances to see select specialists. In this case, our directory encourages our members to call Customer Service, or go online, to access and confirm our full network of providers.

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