



# Have a health plan question?

*Just step into our office.*

Your Anthem Blue Cross (Anthem) health plan just got even easier to use. Caltech offers a dedicated Concierge Service, staffed with an Anthem expert, to answer your questions, Monday through Friday, 8 a.m. to 5 p.m.

## Your on-site Anthem Concierge can help you:

- **Get answers to your benefits and claims questions.** Are you unsure if your plan covers a health service or procedure? Do you want to talk about a claim? Your Anthem expert can help. Bring all of your benefits and claims questions and we'll walk you through everything, so you can make the best decisions about your health and get the most out of your benefits.
- **Manage pharmacy prior authorizations and home delivery orders.** Getting a prescription drug authorized or sent to your home requires additional paperwork and consent. Our Concierge Service can make it easy by providing and organizing all of the paperwork for you.
- **Find in-network doctors.** When you visit in-network doctors and hospitals, you'll enjoy quality health care at a lower cost. Your Anthem Concierge can help you find an in-network doctor who's conveniently located and a great fit for you and your family.
- **Understand costs.** If you have a question about any of the costs associated with your health plan benefits or health services you might receive, you can count on our Anthem Concierge to provide you with answers, quickly and clearly.
- **Use [anthem.com/ca/Caltech](https://www.anthem.com/ca/Caltech).** Did you know you can manage your health care and costs online at our secure member website? Your Anthem Concierge can help you learn how this convenient site can make your health plan even easier to use.
- **Sign up for LiveHealth Online.** Anthem now offers a new way to talk to board certified doctors using a two-way video chat. It's called LiveHealth Online and you can use it to get medical care anytime, anywhere using your home computer or mobile device. Your on-site Anthem Concierge can help you sign up, so you can start using LiveHealth Online right away.

## Meet your helpful Anthem expert, Ruben Rodriguez.

You can easily reach him with questions by visiting him at his on-site office, calling 1-626-395-6628, or emailing [rrodrig5@caltech.edu](mailto:rrodrig5@caltech.edu).

