

It's your call

You choose how you want to reach us —
we'll make sure you get answers

All you want is for someone to answer your questions, right? To make it easy to understand your plan. Or help you figure out the next steps in dealing with a health issue. We hear you. And we're here for you, too.

Anthem Health Guide: supporting you with answers and guidance

You can reach us by phone, mobile app, email or even chat with us online via your computer or mobile device. Whatever you choose, you'll get a health guide who's ready to answer your questions and help you make the most of your health plan benefits.

It takes a team

Our health guides work closely with health care professionals, like nurses, health coaches and social workers, to provide personalized and consultative support.

They can help you:

- Connect with the right benefits and programs for your health care needs, including:
 - Cancer support for you, family members and caregivers before, during and after treatment
 - Behavioral health support if you or a family member are experiencing stress, depression and anxiety, or are dealing with drug and alcohol abuse or other personal issues
- Stay on top of your follow-up and preventive care with reminders and appointment-scheduling support.
- Save money on your prescription drugs. For instance, if you can switch from a brand-name drug to a lower-cost generic one, they'll let you know.
- Compare costs for health care services, find in-network doctors and much more.



It starts with making sure you can reach us any way you want

- Call us at the number on the back of your ID card
- Chat with us online, email us or set up a return call by:
 1. Logging in at [anthem.com](https://www.anthem.com)
 2. Choosing Customer Support
 3. Selecting Contact Us
 4. Picking your preferred communication option
- Use our free Anthem Blue Cross and Blue Shield mobile app



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