



Case Management program empowers patients

Managing chronic illness can sometimes be a difficult thing for patients to do. Knowing who to contact, what test results mean, or how to get needed resources can be a big piece of a healthcare puzzle that, for some, is frightening and complex.

Anthem Blue Cross and Blue Shield (Anthem) offers assistance in these difficult moments with our Case Management program. Our case managers are part of an interdisciplinary team of clinicians and other resource professionals there to support members, families, primary care providers and caregivers. The case management process utilizes the experience and expertise of our care coordination team to educate and empower our members to increase their self-management skills, understand their illness, and learn about care choices in order to access quality, efficient health care.

Members or caregivers can refer themselves or family members to case management by calling the number below. We will connect them to a team member based on their immediate need. Physicians can also refer members via the contact information below. No issue is too big or too small. We can help with transitions across levels of care so that patients and caregivers are better prepared and informed about health care decisions and goals.

How do you contact us?

Case Management Contact Information

Telephone **1-866-408-7187**
 Email **CMReferralSpecialistNE@Anthem.com**
 Business Hours: Monday through Friday from 8 a.m. to 5 p.m.

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Share It with Your Team

The provider newsletter contains important information for you, as a provider, as well as for members of your team. When you receive notice of the latest edition, please take a moment to share the information with your staff. Recent editions of the provider newsletter are available online on the Provider Resources page of our provider website.

Customer Service and 24/7 Nurseline		Authorizations	
Hoosier Healthwise	1-866-408-6132	Utilization Management/	1-866-408-7187 (phone)
Healthy Indiana Plan	1-800-345-4344	Prior Authorization	1-866-406-2803 (fax)
24/7 NurseLine	1-866-800-8780	Pharmacy Authorization	1-866-879-0106

Flu prevention and treatment saves lives

Flu season is upon us, and patients with certain chronic conditions, including asthma, diabetes and chronic heart disease, are at increased risk for illnesses and hospitalizations caused by seasonal flu. The Centers for Disease Control and Prevention (CDC) estimates more than 200,000 people are hospitalized from flu complications annually, and between 3,000 and 49,000 die each year from flu-related causes.

An ounce of prevention

While the CDC recommends everyone six months of age and older receive the vaccine, flu shots are especially important for your high-risk patients. Encourage patients to be vaccinated as soon as possible — a flu shot is still the best prevention method. Those at highest risk include:

- Children younger than five, but especially younger than two years old
- Children between the ages of six months and eight years of age who are receiving a flu vaccine for the first time will need to have two doses with at least four weeks between doses
- Adults 65 and older
- Women who are pregnant or expect to become pregnant
- Patients with certain chronic diseases
- Native Americans and Alaska Natives



Encourage your patients to get a flu vaccine. Please educate your patients about the risks of the flu and provide flu vaccines as appropriate. Remember, adult members with Anthem pharmacy benefits can get a free flu shot. They just need to show their member ID cards at participating pharmacies during flu shot clinic hours. Coverage for children's vaccines varies, so contact your local Provider Relations representative to learn more.

Antiviral drugs

If patients do get sick, antiviral drugs not only lessen flu duration and symptoms but decrease the risk for flu-related complications. Antiviral drugs, as well as many cough and cold products, are on our formulary posted at www.anthem.com. Restrictions apply.

Stay informed

Find the latest flu updates, health care recommendations and printable patient education materials at www.cdc.gov/flu. Remember to protect yourself and your patients by getting your vaccine, too.

Source: Centers for Disease Control and Prevention, Morbidity and Mortality Weekly Report, August 15, 2014, Prevention and Control of Seasonal Influenza with Vaccines: Recommendations of the Advisory Committee on Immunization Practices — United States, 2014–15 Influenza Season.

<http://www.cdc.gov/mmwr/preview/mmwrhtml/mm6332a3.htm> (accessed September 25, 2014)

Clinical Practice, Preventive Health and Behavioral Health Guidelines now on the web

As part of our commitment to providing you with the latest clinical information and educational materials, Anthem has adopted nationally recognized medical, behavioral health, and preventive health guidelines, which are available to providers on our website. The guidelines, which are used for our quality programs, are based on reasonable medical evidence, and are reviewed for content accuracy, current primary sources, the newest technological advances and recent medical research. All guidelines are reviewed annually and updated as needed.

The current guidelines are available on our website at www.anthem.com. To access the guidelines, please use the following websteps:

1. Select *OTHER ANTHEM WEBSITES: Providers*
2. Under *Providers/Spotlight*, select *State Sponsored Plans – Indiana Hoosier Healthwise and Healthy Indiana Plan*
3. Select the *Health & Wellness* tab
4. Select *Practice Guidelines*



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