

Healthcare coverage that goes with you

As a Vivacity member, you have access to healthcare benefits across the country when you're away from home. Through Anthem's Away From Home Care program, Vivacity members can be a "guest" of a healthcare provider who participates in the program when they're away from their home service area for 90 or more consecutive days. The program also includes covered family members who have long-term stays outside the Vivacity plan service area.



How does guest membership work?

When Vivacity members or their family are away from home, the program helps make sure they are covered and receive the care they need from doctors who have a contract with their plan.

The Away From Home Care program is available in the following states: Arizona, Arkansas, California (outside Vivacity service area), Colorado, Connecticut, Delaware, Florida, Georgia, Illinois, Indiana, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Minnesota, Missouri, Nevada, New Hampshire, New Jersey, New Mexico, New York, Ohio, Oklahoma, Pennsylvania, Texas, Virginia, Washington D.C., and Wisconsin.³

There are **three types of guest memberships**, based on if a member is eligible and how long they'll be out of the home service area:

- 1 Long-term traveler membership** is available for qualified Vivacity members and their covered spouse or dependents who will be away from home for at least 90 days or more. This is usually for long-term work assignments or for a retiree who lives in two states.
- 2 Families apart membership** is available to a qualified Vivacity member's covered spouse or dependents who don't live in Vivacity's service area for 90 or more consecutive days. The member is not eligible for this type of guest membership. It's typically used when the spouse or dependents in divorced or separated families live outside of the member's plan service area.
- 3 Student membership** is available to a qualified Vivacity member's dependents who are out of Vivacity's service area for 90 or more consecutive days for school. While many colleges have a place on campus where students can receive care, those places usually don't accept health insurance, so families can end up having to pay a lot for that care. With guest membership, students can receive care from a doctor in the program for a lower out-of-pocket cost.

To learn more about Away From Home guest membership benefits, call **800-827-6422**.



How are **prescriptions filled** through guest membership?

Prescription benefits are provided by the Vivity home plan and are not handled as a guest membership benefit. Members on guest membership need to use their Vivity member ID cards when they have a prescription filled.

How do you **enroll** in the program?



Call the Away From Home guest membership program at 800-827-6422 to see if you qualify and if the program is available in the requested region.¹



The guest membership team will help you complete an application and choose a provider, if needed.



Once you're approved, you'll get a guest membership ID and information about your benefits. Guest membership copays for services may be different than the copays required by your Vivity plan.

How long does it take to **set up** guest membership?

We will notify you within 20 days after we receive your application. Coverage for urgent care or emergency room visits is available during that time through your Vivity home plan, if needed. Coverage is based on the same limits and out-of-pocket amounts that are part of your Vivity plan.

Can guest membership be **extended or renewed**?

Yes, as long as members and their covered spouse or dependents continue to qualify for the program. A renewal letter and application will be mailed six weeks in advance of the termination date. To renew membership, submit a renewal application at least 30 days before your membership expires.

Care that's available anywhere

Now you can connect more easily to the care you need through the Sydney Health mobile app or [anthem.com/ca](https://www.anthem.com/ca). Have a live video visit with a board-certified doctor 24/7 from your mobile device or computer with a camera.²



Scan the QR code using the camera on your smartphone. Make sure the QR code is inside the box on your screen. Tap the pop-up notification that appears.

With **24/7 NurseLine** you can speak to a trained registered nurse who can help you make more-informed decisions about your health situation. You can call 24/7 NurseLine at 800-700-0197. This number is also listed on your member ID card.

¹ Some states may include regions that are not covered by the Away From Home Guest Membership program. In these cases, applicants can be denied coverage.

² Your copay under your Vivity plan applies.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

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