

Anthem®

Anthem Blue Cross- Customer Experience & Interaction




Your Welcome Kit



Anthem Blue Cross
P.O. Box 9041
Oxnard, CA 93031-9041

January 12, 2015

Effective Date: 01/01/2015
HCID: _____
Contract Code: 1G0E
Category Code: 0N

 R20552282A+1-1 / 1362

Thank you for choosing Anthem Blue Cross!
Five things to do to get started.

Your health coverage gives you access to quality care — and the tools to more easily manage your health. Take these steps now to make sure you're set up to get the most out of your plan.

1. **Put this booklet somewhere you can find it.** Inside is your "owner's manual" — a full description of your health coverage, what's covered and how much you'll pay. You can also find it online on your home page — [View My Plan Documents](#).
2. **Keep your ID card in your wallet.** If you didn't receive it yet — it's coming soon. You'll need to show your ID card whenever you get care and prescriptions. Check out the medical network name on your ID card to make sure your providers are in the network to help you save money.
3. **Register on [anthem.com/ca](#).** It only takes a few minutes, but it's the key to quickly seeing your benefits, claims and member discounts. Complete your profile so you can get your explanation of benefits (claims summary) online. You can pay your premiums online too!
4. **Find a doctor in the medical network.** Your network of high-quality providers may change from time to time so it's a good idea to log in to [anthem.com/ca](#) and check our "Find a Doctor" tool for the latest list. And you can download our mobile app to quickly find in-network doctors and urgent care options near you.
5. **Get information when you need it.** There are lots of ways to get more specific info:
 - Call 24/7 NurseLine to ask a registered nurse health questions any time day or night.
 - Watch your welcome video on [anthem.com/ca](#) to learn about your plan.
 - Complete your Anthem Health Summary and get personalized answers about your health to make sure you're getting the right screenings and tests from your doctor.

Will Include:

- Instructions on registering on our member portal.
- Helpful hints to help you keep your everyday health costs low.
- Summary of Benefits
- How your coverage works?
- Claims and Payment Information
- What is covered on your plan?
- What benefits are not covered?
- Medical Definitions
- How to contact us?


Member Portal



You can:
Check your claims
Find a Doctor
Compare Costs
and lots more...




Log in to: www.anthem.com/ca



[Español](#)

OTHER ANTHEM WEBSITES:
[Providers](#) | [Employers](#) | [Producers](#) | [Medicaid](#) | [Medicare](#) | [Federal Employee Programs](#)


 [Shop For Insurance](#) [Health & Wellness](#) [Resources](#) [Customer Support](#)

Rut roh. Buster ate my ID card. Now what?


Download our [mobile app](#) — because life happens.

1 2 3 4 5 ||

App features may vary depending on your plan.




MEMBER LOG IN [Guided Tour](#)


[Register Now](#)  [LOG IN](#)


[Learn more about Secure Log in](#)


[Forgot username or password ?](#)

USEFUL TOOLS

 FIND A DOCTOR
(Dentist, Pharmacy, or Hospital)

 FIND URGENT CARE

 PRESCRIPTION BENEFITS

 CHECK CLAIM STATUS


Get a Free Instant Quote

Trim Your Health Costs

Get a Jump on Your Health This Year

[Anthem.](#)

Member Registration



[Español](#)

[<Anthem Home](#)

Online Registration

Are you already registered? [Log in now.](#)

Over the age of 18? Then you must register for your own account.

1. Personal Information

2. Username & Password

3. Preferences

4. Confirmation

1


Personal Information

Register by Identification Number

Enter the Identification Number from your Anthem card.

[I don't have my Identification Number.](#)

[Enlarge ID card Image](#)



First Name

Last Name

Date of Birth (MM/DD/YYYY)

CANCEL

CONTINUE

All Fields are required unless marked (Optional)

Medicaid-eligible members in Kentucky, Virginia or Wisconsin [Register Here](#)

Username

Password

Register Now

LOG IN

[Learn more about Secure Log in](#)

[Forgot username or password ?](#)

USEFUL TOOLS

FIND A DOCTOR
(Dentist, Pharmacy, or Hospital)

FIND URGENT CARE

PRESCRIPTION BENEFITS


CHECK CLAIM STATUS

Once you register, did you know that you could:

- Access your plan and benefit information.
- Check the status of a claim.
- Find a doctor or hospital in your network.
- "Go Green" for 24/7 convenience with less paper!






Member Landing Page



[Home](#) [Benefits](#) [Claims](#) [Health & Wellness](#) [Resources](#) [Customer Support](#)



[Home](#) [Profile](#) [Find / Rate a Doctor](#) [Urgent Care](#) [Know Your Cost](#) [Discounts](#)


 You can view benefits, claims and EOBs for everyone on your plan (unless their info is private). Go to your [Profile](#) to update these settings. [Remove Message](#) 



Welcome, Nereida.

To get the most of your benefits:

-  [View your Welcome Tutorial](#)
-  [Complete your Profile](#)



My Messages

You have no new messages


[View Message Center](#)

[Benefits](#) [Medical](#) | [Pharmacy](#) [View All Benefits](#)

Active Coverage

Eligibility Start Date: 1/1/2013 ID Number

Group Name: ANTHEM, INC.

 [Watch Benefits Video](#) Group: 003

Your Accounts


Your information is provided by our trusted partner(s). Anthem does not manage this information and does not guarantee its accuracy. Please contact [Customer Support](#) if you have any questions.

Annual Employer Health Reimbursement Account (HRA) Contribution	\$1,400.00
---	------------


Who Else Is Covered?


[View member eligibility and coverage details](#)


Covered Adults

 DAVID
(06/25/1981)
[Medical](#) | [Pharmacy](#)

Covered dependents under 18 years old

 GIZELLE AN
(06/14/2002)


 IZABELLA
(08/21/2006)


Have a question? [Chat With Us](#) 

WELCOME NEREIDA

[Profile](#) | [Log out](#)

Last Visit: Thu, Aug 7, 2014 at 05:14 EST

 [Compose](#) | 0 Messages

 0 Alerts

Currently Viewing:
MEDICAL / PHARMACY

[VIEW OTHER COVERAGE](#)

Nereida
(10/14/1981)

David
(06/25/1981)

Gizelle an
(06/14/2002)

Izabella
(08/21/2006)

David
(07/09/2009)

Member ID:






Group Name:

Group:

USEFUL TOOLS


View Claims on Landing Page



Recent Claims [Send claims to Health Record](#) | [View All Claims](#)


Number	Date	For	Type	Doctor/Facility	Total	Member Responsibility	Status	EOB Form ?
	11/14/2014	 NEREIDA (10/14/1981)	Medical				Approved	View EOB
	09/18/2014	 GIZELLE AN (06/14/2002)	Medical				Approved	View EOB
	09/18/2014	 DAVID (07/09/2009)	Medical				Approved	View EOB
	09/18/2014	 IZABELLA (08/21/2006)	Medical				Approved	View EOB
	09/10/2014	 IZABELLA (08/21/2006)	Medical				Approved	View EOB

Your pharmacy claims data is available on the site of our pharmacy plan administrator. [Select this link to visit pharmacy plan administrator site.](#)

Notice: Members with termed Pharmacy Benefits will be unable to access pharmacy benefit information after selecting the above link.

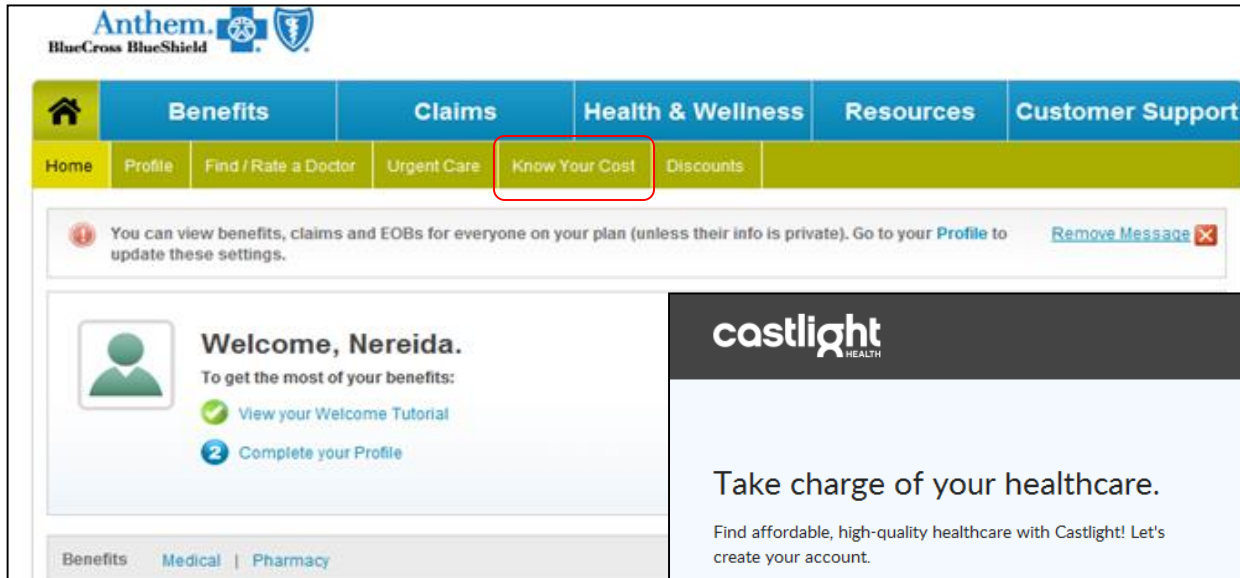
 **Resources**
[Request ID Card](#) [Print Temporary ID Card](#)
[Update Other Insurance](#) [Guided Tour](#)

 **Health**
 **Health Record**
Securely keep a record of personal health information such as your medical conditions, doctor visits, and medications.
[Review Health Record](#)

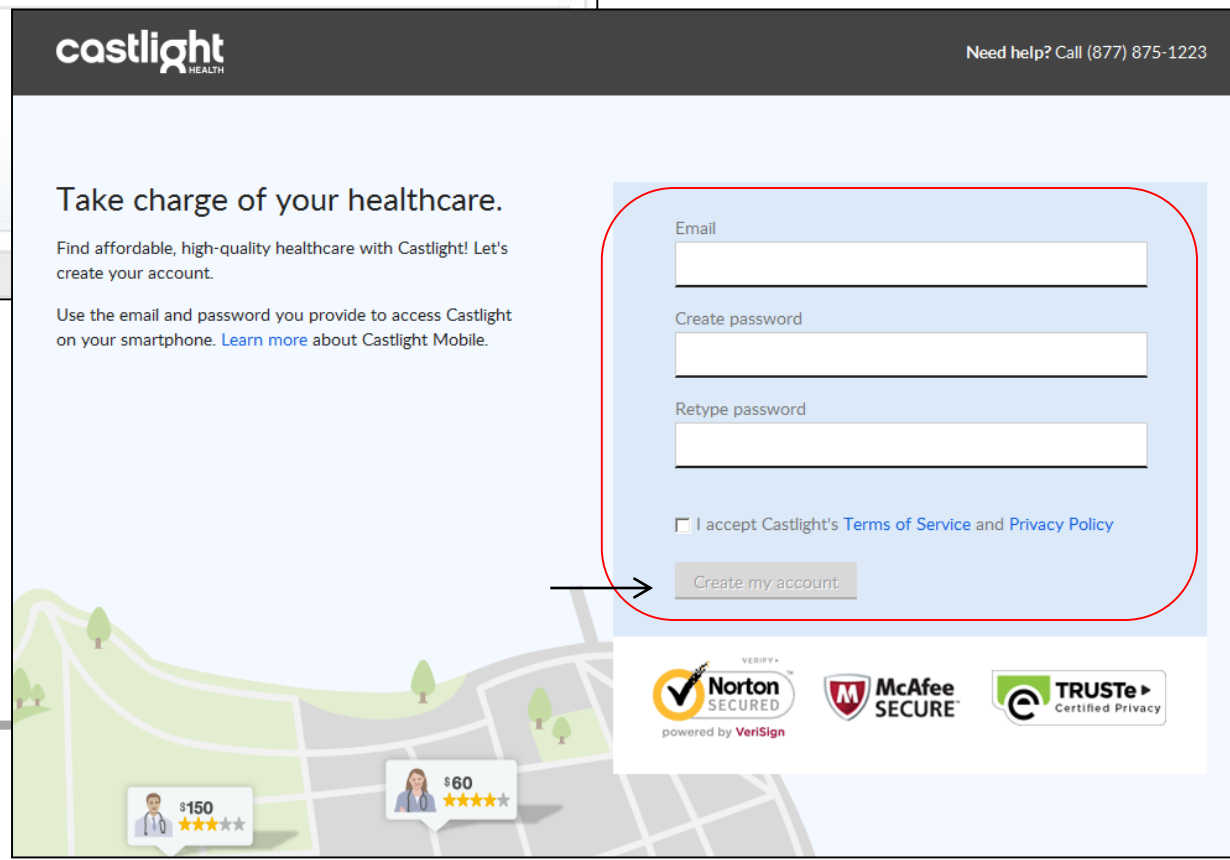

LiveHealth[®] ONLINE
Talk to a Doctor Online
Choose one of the links below to go to LiveHealth Online. You can talk face-to-face with your choice of doctors for things like flu, colds, allergies, prescriptions and more — all on your mobile device or computer.
[Sign up at LiveHealthOnline.com](#)
[Log in at LiveHealthOnline.com](#)

Know your Cost Tool

Know your Cost Tool



The image shows the top navigation bar of the Anthem BlueCross BlueShield website. The bar is blue with white text. The main navigation tabs are: Home, Benefits, Claims, Health & Wellness, Resources, and Customer Support. Below these, a secondary navigation bar is yellow with black text. The tabs in this bar are: Home, Profile, Find / Rate a Doctor, Urgent Care, Know Your Cost (highlighted with a red box), and Discounts. Below the navigation bar, there is a message box with a red exclamation mark icon and the text: "You can view benefits, claims and EOBs for everyone on your plan (unless their info is private). Go to your [Profile](#) to update these settings." To the right of the message is a "Remove Message" link with a red X icon. Below the message box, there is a "Welcome, Nereida." section with a green person icon. It says "To get the most of your benefits:" and lists two items: "View your Welcome Tutorial" (with a green checkmark icon) and "Complete your Profile" (with a blue number 2 icon). At the bottom of this section, there are links for "Benefits", "Medical", and "Pharmacy".



The image shows the Castlight Health website registration form. The header is dark grey with the "castlight HEALTH" logo on the left and "Need help? Call (877) 875-1223" on the right. The main content area is light blue. It starts with the heading "Take charge of your healthcare." followed by the text "Find affordable, high-quality healthcare with Castlight! Let's create your account." and "Use the email and password you provide to access Castlight on your smartphone. [Learn more](#) about Castlight Mobile." To the right of this text is a registration form with a red border. The form has three input fields: "Email", "Create password", and "Retype password". Below these fields is a checkbox labeled "I accept Castlight's [Terms of Service](#) and [Privacy Policy](#)". At the bottom of the form is a "Create my account" button. An arrow points from the "Know Your Cost" tab in the Anthem website to this button. At the bottom of the page, there is a map graphic with two location pins. The first pin is labeled "\$150" and the second is labeled "\$60". Both pins have a star rating of 4.5 stars. At the bottom right, there are three security logos: "Norton SECURED powered by VeriSign", "McAfee SECURE", and "TRUSTe Certified Privacy".

Registration Confirmation

The screenshot shows the Castlight Health website interface. At the top, the Castlight Health logo is on the left, and navigation icons (home, user, help) are on the right. Below the logo is a navigation bar with links: Find care, Past care, Your plan, Bookmarks, and Recommendations. A welcome message "Welcome to Castlight, Nereida!" is visible. A modal window titled "Welcome Nereida! Here's what you can do in Castlight:" is overlaid on the page. The modal contains three main sections: 1. Find high quality doctors and see what they cost. (Find care »), 2. Track how much you spent on your past care. (See your past care »), and 3. Understand and make the most of your plan. (View your plan »). Each section has a corresponding card: "find care" showing a list of dermatologist visits with doctor names, ratings, and costs; "past care" showing a spending overview pie chart and a list of services with costs; and "your plan" showing plan status with a progress bar for deductible and coinsurance. At the bottom of the modal, there is a link "Take a quick tour" and a button "Okay, got it".

castlight
HEALTH

Find care Past care Your plan Bookmarks Recommendations

Welcome to Castlight, Nereida!

Know your costs. Prices for doctor visits are right for you.

Find doctors, see costs

Find a doctor

Primary care
Dermatologist
Ob/Gyn

Welcome Nereida! Here's what you can do in Castlight:

- 1 Find high quality doctors and see what they cost.**
[Find care »](#)
- 2 Track how much you spent on your past care.**
[See your past care »](#)
- 3 Understand and make the most of your plan.**
[View your plan »](#)

find care

Dermatologist visit

Dr. Smith	★★★★★	\$85
Dr. Jones	★★★★★	\$120
Dr. Mitchell	★★★★★	\$240

past care

Spending overview

Lab tests	\$165
Therapy	\$520
Surgery	\$1240

your plan





Your plan status

deductible coinsurance


Want to learn more about Castlight? [Take a quick tour »](#) [Okay, got it](#)

The choice is yours. Medical tests performed at hospitals often cost more... a lot more!

Personalized Comparison Tool




[Find care](#) [Past care](#) [Your plan](#) [Bookmarks](#) [Recommendations](#)



Welcome to Castlight, Nereida!

Know your costs & quality before you go.

Prices for doctors visits and services vary. We'll help you find the doctor and price that's right for you.



Find a doctor »

	Rates for CA
Primary care	\$26 - \$223
Dermatologist	\$26 - \$219
Ob/Gyn	\$68 - \$422

Treat a condition »

	Office	ER
Earache	\$122	\$708
Pink eye	\$121	\$447
Sore throat	\$141	\$527

More services »

	Rates for CA
EKG	\$17 - \$114
Phys. therapy	\$7 - \$125
Lab test	\$3 - \$1041

Plan status

[Deductible](#) [Coinsurance](#) [OOP Max](#)

Anthem pays
100% of routine preventive care

You pay
100% of all other care, until you meet your remaining deductible.

\$211
spent to date

\$2,400
remaining deductible


Updated Jan 27

[View plan details »](#)

It pays to double-check

Experts estimate as many as 4 out of 10 medical bills contain errors. Be sure to review all of your bills to make sure you've been charged correctly.

[Review your claims »](#) [No thanks!](#)



Search for Providers

castlight HEALTH

Home User Profile Help

Find care Past care Your plan Bookmarks Recommendations

Dermatologist Visit

Follow-up visit with a dermatologist ⓘ

You pay: **\$58 - \$190**
Subject to Plan Guidelines

Sort by: Distance: Type of visit ⓘ:

Refine your search:

✓ 1-10 of 178 | 1 2 3 4 5 ... 18

LiveHealth Online

Have a virtual doctor's visit, 24/7. Connect instantly, privately, and securely when you need a quick medical opinion on basic conditions like cold/flu symptoms, allergies, etc. Doctors are licensed, in-network with Anthem, and able to send basic prescriptions to your local pharmacy in covered states.

Get care now: www.livehealthonline.com

\$49 (coinsurance applies after deductible is met)

☐ **Perez, Dario, MD**
Dermatology, General Surgery, Proctology
In-Network

★★★★★
6 reviews

You pay: **\$58**
Total price not displayed by request ⓘ

16030 Ventura Blvd, Suite 150
Encino, CA 91436 (19 mi)




About Dermatologist Visit

A dermatologist is a doctor who specializes in treating conditions... [Learn more »](#)

See also:




- [Rash, Skin Biopsy, Lab Test, Skin Lesion Destruction, Benign Skin Lesion Excision](#)

Example


Find care	Past care	Your plan	Bookmarks	Recommendations
Comparison Chart				
<div><div> Doctor or Specialist</div><div><div></div><div></div></div></div>	<div><div> Doctor or Specialist</div><div><div></div><div></div></div></div>	<div><div> Doctor or Specialist</div><div><div></div><div></div></div></div>		
<div><div><div>Perez, Dario, MD</div><div><div><div>✓ In-Network</div><div>✓ Board certified</div></div><div><div>★★★★★</div><div>7 reviews</div></div><div><div>Add to bookmarks</div></div><div><div><div>Cost Estimates</div><div>(deductible phase)</div><div>Follow-up visit</div></div><div><div>You pay: \$58</div><div>Total price not displayed by request</div></div><div><div>16030 Ventura Blvd, Suite 150 Encino, CA 91436 (Get Directions) (818) 500-9999</div></div><div><div>Profile</div></div></div></div></div></div>	<div><div><div>Bunimovich, Olga, MD</div><div><div><div>✓ In-Network</div><div>✓ Board certified</div></div><div><div>★★★★★</div><div>2 reviews</div></div><div><div>Add to bookmarks</div></div><div><div><div>Cost Estimates</div><div>(deductible phase)</div><div>Follow-up visit</div></div><div><div>You pay: \$70</div><div>Total price not displayed by request</div></div><div><div>7301 Medical Ctr Dr, Suite 500 West Hills, CA 91307 (Get Directions) (818) 226-1212 View all addresses</div></div><div><div>Profile</div></div></div></div></div></div>	<div><div><div>Oki, Lisa Noriye, MD</div><div><div><div>✓ In-Network</div><div>✓ Board certified</div></div><div><div>★★★★★</div><div>8 reviews</div></div><div><div>Add to bookmarks</div></div><div><div><div>Cost Estimates</div><div>(deductible phase)</div><div>Follow-up visit</div></div><div><div>You pay: \$71</div><div>Total price not displayed by request</div></div><div><div>2925 Sycamore Dr, Suite 101 Simi Valley, CA 93065 (Get Directions) (805) 520-6430</div></div><div><div>Profile</div></div></div></div></div></div>		

Find Care

castlight
HEALTH



Find doctors, services, conditions, and more

4553 La Tienda Dr, t


Find care

Past care

Your plan

Bookmarks

Recommendations



Find Care

Common care >

Doctors and specialists >

Tests and imaging >

Procedures >

Conditions >

Vaccines >

Common types of care

General and primary care
[Primary care for adults](#)
[Primary care for children](#)

Abdomen and bowel care
[Colonoscopy](#)
[Gastroenterologist visit](#)
[General surgeon visit](#)
[Pediatric gastroenterologist visit](#)
[Pediatric surgeon visit](#)
[Stomach flu](#)

Bones, joints, and muscle care
[Acupuncture](#)
[Bone density scan](#)
[Chiropractic care](#)
[Gout](#)
[Hand surgeon visit](#)
[Hip replacement surgery](#)
[Knee arthroscopy](#)
[Knee replacement surgery](#)
[Low back pain](#)
[Orthopedic surgeon visit](#)
[Osteoarthritis](#)
[Physical therapy](#)

Heart and blood
[Anemia](#)
[Atrial fibrillation and flutter](#)
[Blood clots](#)
[Cardiac stress test](#)
[Cardiologist visit](#)
[Cardiothoracic surgeon visit](#)
[Coronary artery disease](#)
[Echocardiogram](#)
[Electrocardiogram](#)
[Heart bypass surgery](#)
[Heart rhythm monitor](#)
[High blood pressure](#)
[High cholesterol](#)

Kidney and urological care
[Chronic kidney disease](#)
[Nephrologist visit](#)
[Pediatric nephrologist visit](#)
[Urinary tract infection](#)
[Urologist visit](#)

Lung and respiratory
[Adult asthma](#)
[Childhood asthma](#)

Obstetrics and gynecological care
[Obstetrics and gynecologic care](#)
[Pregnancy](#)

Skin care
[Dermatologist visit](#)
[Poison oak and ivy](#)
[Rash](#)
[Ringworm](#)
[Scabies](#)
[Skin biopsy](#)

Sleep care
[Sleep specialist visit](#)
[Sleep study](#)

Vaccines
[Flu shot](#)
[Hepatitis A and B vaccine](#)
[Hepatitis A vaccine](#)
[Hepatitis B vaccine](#)
[HPV vaccine](#)
[Meningitis vaccine](#)
[Pneumonia vaccine](#)


Recommendations

Find care	Past care	Your plan	Bookmarks	Recommendations
-----------	-----------	-----------	-----------	-----------------

We've made some recommendations based on your past care. These can help you find the right care at the right price.

Show recommendations for All Participants All Categories


2015



The choice is yours!

Medical tests performed at hospitals often cost more... a lot more! Labs and scans can be done at any qualified facility, despite the name on your order form, so always shop around for the best price!


[Shop for services »](#)



It pays to double-check

[Experts](#) estimate as many as 4 out of 10 medical bills contain errors. Be sure to review all of your bills to make sure you've been charged correctly.

[Review your claims »](#)




Don't get charged for preventive care!

Most preventive care is fully covered by your health plan. Check to make sure you know what's included—and that your preventive care is billed correctly—so that you don't have to pay out-of-pocket.

[View coverage »](#)


Member Discounts

Member Discounts


	Benefits	Claims	Health & Wellness	Resources	Customer Support
Home	Profile	Find / Rate a Doctor	Urgent Care	Know Your Cost	Discounts

[Family & Home](#) | [Fitness & Health](#) | [Vision, Hearing & Dental](#) | [Medicine & Treatment](#)


Family and Home Discounts




\$20 off orders of \$100 or more (and free shipping) from [1-800 CONTACTS](#) and [Glasses.com](#).




15% off home baby-proofing from [Safebeginnings.com](#).




5% off pet insurance from VPI




25% off services caring for an older adult from [SeniorLink](#).




Print grocery coupons at home. Free, easy-to-download software to print coupons for healthier foods, from [LinkWell](#).



40% off infertility treatment. WINFertility helps make quality treatment affordable.




Great deals on beauty/skin care, diet plans, fitness clubs, spas, yoga, sports gear and more — from LifeMart!




Special 5% Member Discount on ASPCA Pet Health Insurance

Resources

Resources

	Benefits	Claims	Health & Wellness	Resources	Customer Support
Helpful Tools	Health Care Reform	Health Care Resources	Video Tutorials		

Helpful Tools

 Quick access to some of our most popular online tools and resources.

Find a Doctor

Find local doctors, dentists, pharmacies, and hospitals who accept your plan.

[Find A Doctor](#)

[Look for an emergency Room alternative](#)

Learn About ER Alternatives

If it's not an emergency (and you can't get to your regular doctor) - there are other options for fast, more affordable care.

[Link to more](#)

[Search For Urgent Care](#)

Talk to a Doctor Online

LiveHealth[®]
ONLINE

Talk face-to-face with your choice of doctors for things like flu, allergies, prescriptions and more.

[Sign up at LiveHealthOnline.com](#)
[Log in at LiveHealthOnline.com](#)

Forms

View and download forms you can use to submit a claim, apply for new coverage, change existing coverage, authorize the release of your information, and many others. [View Forms](#)

Social Media

Know Your Cost

Looking for cost information? Know your cost for a procedure or treatment. View a list of procedures or treatments with cost information.

[Start Cost Search](#)


Check Claim Status


Claim number:

[Search](#)

Can't remember your claim number?
[View Claims](#)

Customer Support



**Benefits**

Claims

Health & Wellness

Resources

Customer Support

Customer Support Overview

Forms Library

FAQs

Glossary

Contact Us

Message Center

Customer Support Overview

Find answers anytime of the day or night on Anthem's self-service Customer Support page.

I Need To

[Download forms](#) | [Request an ID card](#) | [Print a temporary ID card](#) | [Access your user profile](#) | [Add a Caregiver](#) | [Update Other Insurance](#)

Top FAQs

- ▶ [Anthem Medical Policies - General](#)
- ▶ [Benefits and Claims Information](#)
- ▶ [Claim Forms](#)
- ▶ [Finding Deductible and Copay Amounts](#)
- ▶ [Customer Support Contacts](#)
- ▶ [Temporary ID Cards](#)
- ▶ [Using Prescription Benefits](#)
- ▶ [Add or delete family members from coverage](#)
- ▶ [Need to see a Specialist](#)
- ▶ [Where to find benefit and claim information for your dependents](#)

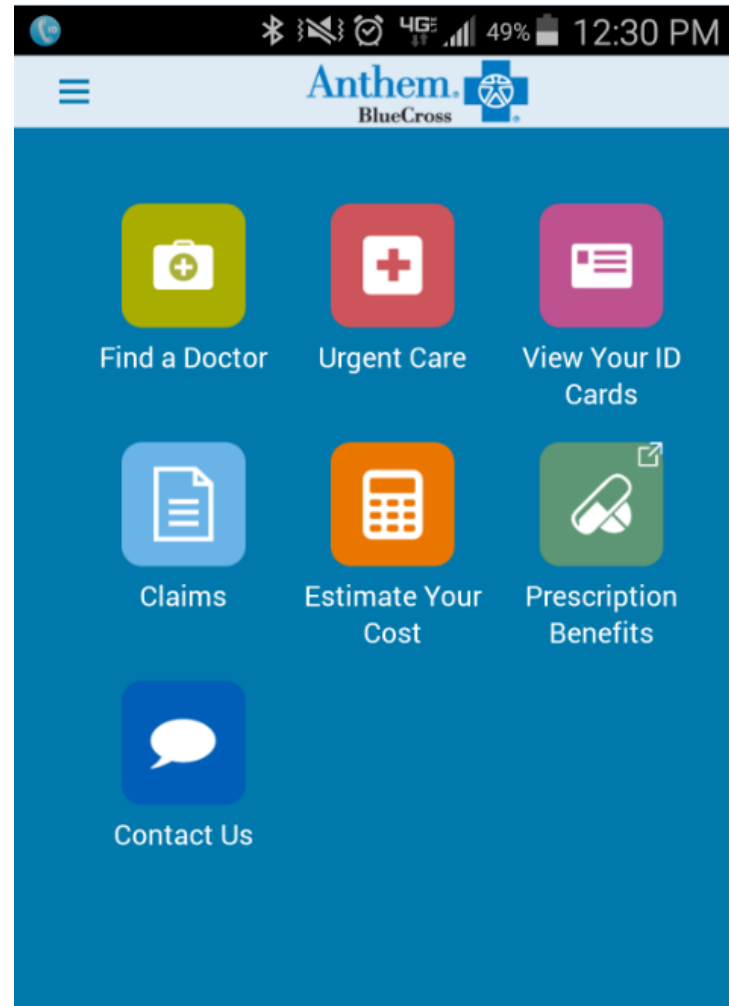
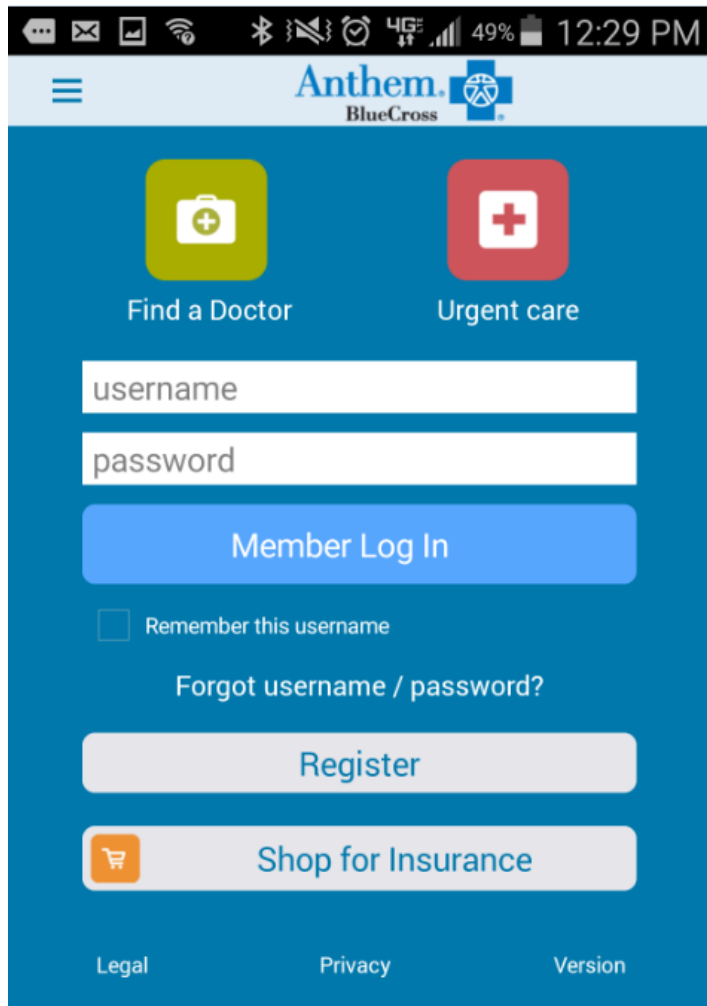
Anthem.com on the Go

Anthem.com on the go



<https://wpvideo.jellyvision-conversation.com/mobility/anthembc>

Mobile App



Mobile App/Find a Doctor

12:31 PM

Find a Doctor

I am looking for a

Doctor/Medical Professional >

Who specializes in

All Specialities >

Located near

Current Location

Whose name is (optional)

Search

12:32 PM

Results Refine

List Map

4883 RESULTS - Doctor/Medical Professional, All Specialities, 20 mi, Westlake Village

1. LOUIS M ADLER MD	0.43 mi
2 Dole Dr	>
Westlake Vlg, CA 91362	
2. MARK BELLER MD	0.43 mi
2 Dole Dr	>
Westlake Vlg, CA 91362	
3. MATTHEW CHARMS MD	0.43 mi
2 Dole Dr	>
Westlake Vlg, CA 91362	
4. ANDREW DEUTSCH MD	0.43 mi
2 Dole Dr	>
Westlake Vlg, CA 91362	
5. SUMIT DUA MD	0.43 mi
2 Dole Dr	>
Westlake Village, CA 91362	

12:32 PM

Refine Search Apply

Doctor/Medical Professional who specialize in All Specialities within 20 miles of Westlake Village

Sort Order By Distance >

SEARCH RESULT FILTERS

[Reset all filters](#)

Distance Within 20 miles >

Plan Your Plan >

Gender No Pref. >

Language Any >

ADDITIONAL OPTIONS

Accepting New Patients ☒ ON

Able to serve as PCP (Primary Care Physician) ☒ ON

Mobile App/Estimate your cost

Estimate Your Cost

Search Criteria	Results
Search for a treatment	
Search for a treatment	
Where do you want to have the treatment	
Use Current Location	
Select your search radius	
10 Miles	
Select whom the procedure is for	
DAVID 06/25/1981	

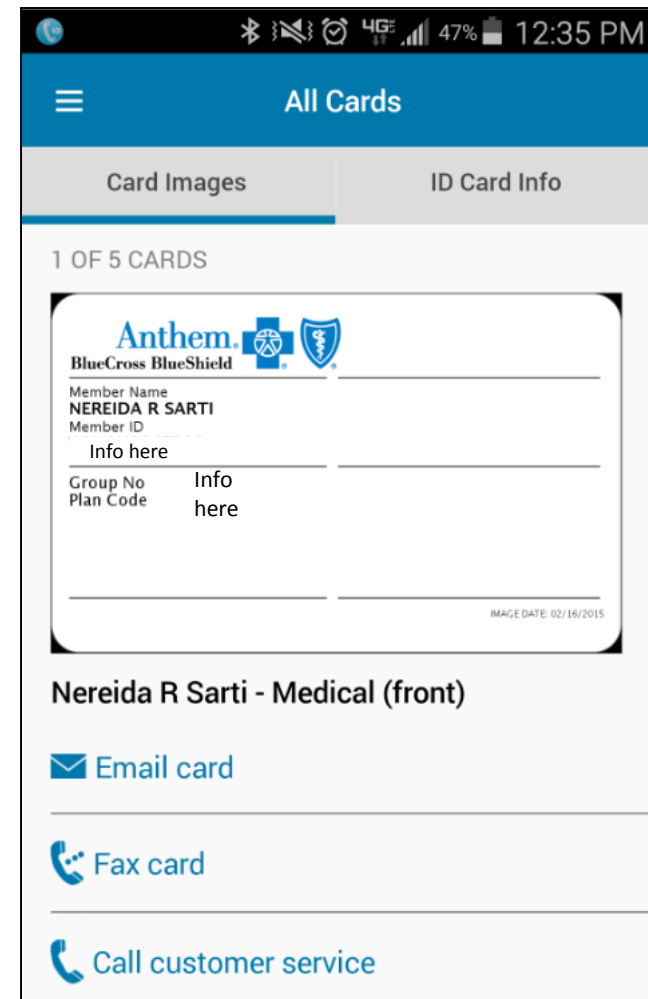
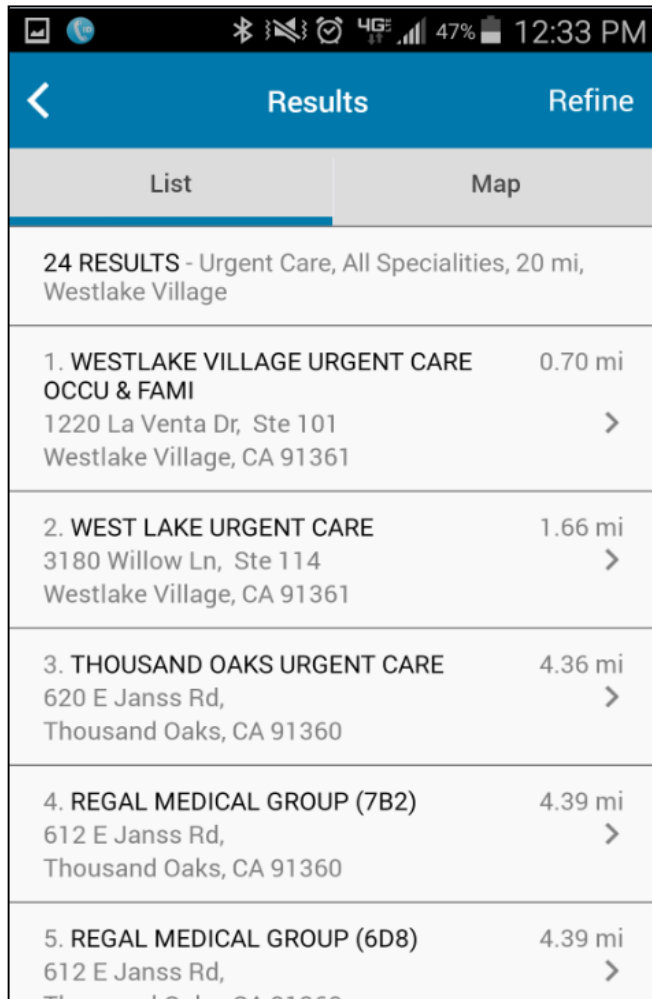
Estimate Your Cost

Search Criteria	Results
Knee Arthroscopy with Cartilage Repair (3 Results)	
Refine Results Map Results	
Aspen Surgery Venture	
(805) 955-8160	
Distance: 9.66 miles	
Today's estimated cost is: \$3,544	
Estimates for this facility can range from as:	
Low as: \$3,026 High as: \$4,062	
Los Robles Surgicenter	
(805) 497-3737	
Distance: 4.3 miles	
Today's estimated cost is: \$4,699	

Estimate Your Cost

Search Criteria	Results
Facility Contact Information	
Facility Details	
Procedure Estimate	
Estimates for this facility can range from :	
As Low As	\$3,026
As High As	\$4,062
Total Estimated Cost	\$3,544
What other services are included in these estimated costs?	
About estimated costs and real costs	
About these facilities and out-of-network providers	

Mobile App/Urgent Care & Id Cards



Pharmacy on the go

12:25 PM

MENU EXPRESS SCRIPTS®

Log In

User name

Password

☐ Remember Me

Log In

[Forgot User Name](#) [Forgot Password](#)

12:26 PM

MENU EXPRESS SCRIPTS®

0 Refills & renewals

1 Pharmacy care alerts

3 Transfer to home delivery

Medicine cabinet >> Drug information >>

View your medications, set reminders and get personalized safety alerts.

Search medications and view potential side effects, drug interactions, pill images and more.

12:26 PM

Home

NEREIDA S | 10/14/1981 Change patient

My Prescriptions

- My Rx Choices
- Medicine Cabinet
- Order Status
- Locate a Pharmacy
- Transfer to Home Delivery
- Claims and History

Messages & Alerts

- Pharmacy Care Alerts
- Refills & Renewals

Drug Information

- Drug Info

Settings & About

- About Us
- FAQ/Help
- Feedback

LiveHealth Online

LiveHealth Online



New to LiveHealth Online?
[Sign Up](#)

Already have an account?
[Login](#)

[Home](#) [Videos](#) [About](#) [Availability](#) [Frequently asked questions](#) [Contact us](#)

You can have a doctor by your side 24/7

[Learn how ▶](#)





Play Video

Doctor by your side - LiveHealth Online

00:00 02:22

▶ PLAY 🔊 MENU

Thumbnail gallery: 6 small video thumbnails

MEET THE DOCTORS (CHOOSE ONE TO SEE WHO IS ONLINE NOW)

Doctor visits in the palm of your hand



LiveHealth Online Overview

- Visit a Board Certified Doctor without leaving your home, available 24/7
- Convenient, two-way video chat
- Fast, connect to doctor right away
- Affordable
- Accessible through your mobile phone

How it works: <http://www.livehealthonline.com/home.html>

Home Page

LiveHealth
O N L I N E

Nereida Sarti | My Account | Help | Log Out

Home | My Health | My Providers | Assessments | Test My Computer |

See a Doctor Now

LiveHealth Online makes it easy to talk to a doctor. Select a physician and connect. If this is an emergency, call 911.

Find: **GO**

Enter commonly treated conditions/symptoms

Providers **Practices**

Your privacy is important to us. You must select the log out button at the top of the screen before leaving this website. Leaving the website without selecting the log out button could allow your session to stay open

Primary Care My Location: California

Ingrid Antall
Family Physician
★★★★★

CONNECT Available Now

Linda Elizabeth Stiles
Family Physician
★★★★★

CONNECT Available Now

Andrea Gabel
Family Physician
★★★★★

CONNECT Available Now

Matt Grandstaff
Emergency Medi...
★★★★★

Lisa Thompson
Emergency Medi...
★★★★★

James Chen
Internist
★★★★★

Michael Catalano
Internist
★★★★★

Andrea Shaw
Pediatrician
NEW

Accessibility- Download App

Search for LiveHealth Online in the App StoreSM or
on Google PlayTM:



Get started

Open the app.

Create a six-digit pin number. You'll need this number every time you use our app.

Fill out the Tell Us About Yourself page.

If you do not already have an account, we'll create one for you and e-mail you instructions on how to use LiveHealth Online. If you've already signed up, we'll find your account. Then, you'll need to pair your device with your web account.

Customer Service Numbers

Important Customer Service Numbers

- | | |
|---------------------------------|---------------|
| • Individual Customer Service | 1800-333-0912 |
| • Spanish Customer Service | 1800-777-2287 |
| • Chinese Customer Service | 1800-894-0452 |
| • Pharmacy | 1800-700-2533 |
| • Individual Pay by Phone (IVR) | 1866-249-4844 |
| • Dental Customer Service | 1888-209-7852 |
| • Dental Prime Customer Service | 1877-567-1805 |

“Contact Us” on your member portal by:

- Email
 - Chat
 - Requesting a call back
-