



Anthem Whole Health Connection program overview



We believe that when it comes to the health of your employees, the whole picture is the best picture.

With Anthem Whole Health Connection[®], we can look at the full spectrum of your employees' health. Using claims and history data, we can connect the dots between the types of care they get: medical, dental, vision, pharmacy, behavioral health and disability. This gives doctors and other health care providers a more holistic profile of their patients' overall health – and leads to better care, better outcomes and lower costs.

Anthem Whole Health Connection is included at no extra charge for employers with Anthem health and wellness coverage and one or more of the following plans from us: pharmacy, dental, vision, life or disability coverage.



How does Anthem Whole Health Connection work?



Results:

Combining medical and pharmacy has helped lower emergency room visits and inpatient hospital stays by 8% and saved employers an average of \$7 per member per month.¹



Results:

When employees used their extra dental cleaning (3x a year) they saw \$95 savings on dental claim costs,² 11% lower annual dental costs,² and 88% increase in engagement via dental care alerts.³



Results:

We identified more than 29,000 people with diabetes via a vision exam in 2017.⁶

Medical + Pharmacy

When medical and pharmacy programs work together, we can help your employees manage their conditions. We can:

- Remind employees who haven't filled a prescription or had certain lab tests.
- Identify employees who aren't getting evidence-based care and send them alerts to help them get the right care at the right time.
- Encourage doctors to prescribe certain medications, such as generics, and reward them for following evidence-based medication therapy guidelines.
- Help vision providers manage medication side effects and encourage the use of cost-effective eye medications, when available.
- Take a big-picture, comprehensive approach to managing specialty drugs, which means coordinated care, improved outcomes and better cost management.

Medical + Dental

Since 90% of diseases show early signs and symptoms in the mouth,⁴ oral health is important in overall health. We can:

- Enroll employees in extra dental services – things like teeth cleanings, fluoride, sealants and more – for employees with chronic health conditions like diabetes who are actively engaged with a nurse care manager in one of our care management programs.⁵
- Provide wellness resources, such as dental health education kits, Ask a Hygienist email, dental cost estimator, dental risk assessment and nurse coaches, to help employees manage their dental health.

Medical + Vision

On average, people are three times more likely to visit their eye doctor than their primary care physician for a physical. Connecting the two programs allows us to:

- Share information with a patient's primary care doctor and care manager when a network eye doctor identifies an illness.
- Identify possible gaps in care by connecting the dots between claims and medical history.
- Reach out to employees who may be at risk for health problems and provide additional support, such as a nurse coach, if needed.



Results:

25% (\$8,000) lower medical costs for employees on disability who work with an Anthem care management nurse.⁷



Results:

The medical spend for those who used EAP was \$75 per-member-per-month less than those who did not use EAP.⁸

Medical + Disability

With medical and disability combined, we can help your employees get back to work safely and stay healthier. We can:

- Assign a disability case manager and health coach/nurse care manager to help employees stay at or return to work as soon as possible.
- Refer employees whose disability claims include a chronic condition diagnosis to the appropriate medical or behavioral health care management program.
- Refer women with high-risk pregnancy disability claims to our Future Moms program.
- Through our Time Well Spent™ online toolkit, help employers educate their employees on how to prevent or minimize common disabling illnesses and injuries.

Medical + Behavioral Health

In a given year, 1 in 5 adults experiences mental illness,⁹ and depression is associated with more than \$44 billion per year in lost productivity in the workplace.¹⁰ When medical and behavioral health programs are combined, we can:

- Provide an enhanced level of care, including early detection and outreach to support members with their mental health needs.
- Address the problems of everyday life through Anthem's Employee Assistance Program (EAP) to help lessen the strain of stress, depression and other factors that impact emotional well-being.

How can Anthem Whole Health Connection help your business?

To learn more about how Anthem Whole Health Connection can reduce costs and improve outcomes for your employees, go to [anthem.com/specialty](https://www.anthem.com/specialty). You can also contact your producer or Anthem representative.

1 Internal data 2014-2017; internal analysis, 2018. Savings and reductions in utilization result from the integration of our medical and pharmacy benefits. Results shown do not represent a guarantee of outcomes; group-specific results/cost savings will vary.

2 The 112,000-member population of an employer with Anthem health and dental coverage was examined in February 2018. The preventive care analysis examined members with three years of continuous dental coverage (2015 to 2017). For the baseline year (2015 to 2016), we categorized members by preventive visiting pattern; for example, the number of cleanings received in baseline. In the follow-up year (2017), we compared costs (total reimbursement = insurance paid + member paid, excluding orthodontia services) and use of dental services to the preventive visiting pattern in the baseline.

3 In the dental communications study, we compared the three-year period before Anthem Whole Health Connection - Dental implementation (2010 to 2012) to the post-Anthem Whole Health Connection - Dental implementation (2015 to 2017). Anthem Whole Health Connection - Dental was implemented in late 2013.

4 Academy of General Dentistry, Know Your Teeth, Prevent Oral Health Problems: Visit a Dentist Twice a Year (Accessed September 2018); [knowyourteeth.com](https://www.knowyourteeth.com).

5 Additional services only apply to Essential Choice, Consumer Choice PPO members who are actively engaged in an Anthem Care Management program for the following conditions: diabetes, pregnancy, heart conditions, stroke, organ or bone marrow transplant, cancer treated with chemotherapy, head or neck cancer treated with chemotherapy and/or radiation, suppressed immune system (HIV/AIDS) and end-stage renal disease (kidney disease). Does not apply to Affordable Care Act or dental HMO plans.

6 Anthem internal claims data tracked through Q4 2017.

7 Anthem Productivity Solutions Quantifying Value Study, 2015.

8 Anthem data, 2017 DBGI Program Evaluation.

9 National Alliance on Mental Illness, *Mental Illness Facts and Numbers, March 2013*, https://www2.nami.org/factsheets/mentalillness_factsheet.pdf.

10 University of Michigan Depression Center. *Why Employers Should Care About Depression* (accessed June 2016); depressioncenter.org.

Life and Disability products underwritten by Anthem Blue Cross Life and Health Insurance Company. Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross, Anthem Life Insurance Company and Anthem Blue Cross Life and Health Insurance Company are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.