The Anthem ConditionCare Incentive Program can help you better manage your chronic health condition. And it may save you money on related doctor visits and medications.

The Anthem ConditionCare Incentive Program works hand-in-hand with our ConditionCare Program, available through 360° Health®. When you engage in the ConditionCare Program* you may also be able to save money on health care costs that are related to the ongoing management of certain chronic conditions through the Anthem ConditionCare Incentive Program. Both programs are voluntary with no additional cost!

Incentives are available for these five chronic conditions:

- Diabetes
- Asthma
- Heart Failure
- Chronic Obstructive Pulmonary Disease (COPD)
- Coronary Artery Disease (CAD)

Important note: Incentives for all conditions are not available under every health plan. Please check with your employer to see which incentives are available under your specific health plan.

*All a member has to do is “engage” in the program by filling out a health assessment over the phone. Savings go into effect as soon as they receive a confirmation/welcome letter in the mail.

Learn more about the Anthem ConditionCare Incentive Program. Turn over for Frequently Asked Questions.
Frequently Asked Questions about the Anthem ConditionCare Incentive Program

Q: What is the ConditionCare Program? How many programs are there and which ones are associated with the Anthem ConditionCare Incentive Program?
A: The ConditionCare Program is a voluntary program that provides services and support to members with certain chronic conditions. Its goal is to help you better manage and improve your health and it’s available at no additional charge. The program focuses on five chronic health conditions: diabetes, asthma, heart failure, chronic obstructive pulmonary disease (COPD) and coronary artery disease (CAD). There is a separate ConditionCare program for each of them.

Each ConditionCare program supports the doctor/patient relationship and the agreed upon plan of care. You can learn how to become more actively involved in your own health care so you can take more control of your health and more effectively manage your chronic condition.

Our team includes a dedicated nurse-coach and added support from dietitians, exercise physiologists, pharmacists, health educators and other health professionals. They can help you understand your conditions, your doctor’s instructions and how to become a better self-manager of your chronic condition.

- You’ll have access to our 24-hour toll-free hotline to speak with registered nurses who will answer questions and provide support and education.
- You’ll get a health evaluation and consultation, as needed.
- You’ll receive educational materials on prevention, self-management and lifestyle factors such as care diaries, self-monitoring charts, self-care tips and more.

Q: Is participation in a ConditionCare program voluntary?
A: Yes, participation in any ConditionCare program is voluntary.

Q: How can I join a ConditionCare program?
A: If you have one of the conditions listed above, just call the Customer Service number on the back of your member ID card. You’ll need to complete a health assessment on the phone with a specially trained ConditionCare nurse-coach. Once you’re engaged in the ConditionCare Program, you’re automatically eligible for the Anthem ConditionCare Incentive Program. You’ll receive a welcome letter in the mail and you can then start enjoying the incentives right away.

Additionally, members may be identified by Anthem through a review of claims data; they would then be contacted directly and invited to join and engage in the program.

Q: How does the Anthem ConditionCare Incentive Program work?
A: The Anthem ConditionCare Incentive Program provides financial incentives to members who “engage” in a specific ConditionCare program. Once members are engaged in a program, they may become eligible to receive waived or reduced member cost shares for routine medical services associated with the ongoing management of their condition. Additionally, members receive reduced pharmacy cost shares for certain medications used to manage their condition.

Q: What are some examples of member cost shares that may be waived or reduced with the Anthem ConditionCare Incentive Program?
A: There are many different types of routine medical services that are part of the ongoing management of a chronic condition. And they vary from condition to condition. Here are two examples:

- For asthma:
  - Some examples of the routine medical services associated with the ongoing management of asthma include, but are not limited to, asthma-related office visits, asthma education, peak flow meters, flu shots, nebulizers and allergy testing.
  - Some examples of prescription medications associated with the ongoing management of asthma include, but are not limited to, Asmanex™, Azmacort™ and Singular®.

- For heart failure:
  - Some examples of the routine medical services associated with the ongoing management of heart failure include, but are not limited to, heart failure related office visits, flu shots, EKGs, lab work such as cholesterol tests, and outpatient cardiac rehabilitation.
  - Some examples of the prescription medications associated with the ongoing management of heart failure include, but are not limited to, atenolol, clonidine HCL and Cozaar®.

A list of routine medical services and medications associated with the ongoing management of the five chronic conditions listed on the first page can be found online at anthem.com. Or you can call Customer Service at the phone number listed on the back of your member ID card.

Q: If I’m already participating in a ConditionCare program, when will I be eligible for the incentives under the Anthem ConditionCare Incentive Program?
A: Your incentives are available as soon as you receive the confirmation/welcome letter in the mail.

Q: If I’m not already participating in a ConditionCare program, how will I know if I am eligible for the incentives under the Anthem ConditionCare Incentive Program?
A: If you have one of the conditions listed on the first page, just call the Customer Service number on the back of your member ID card. You’ll need to complete a health assessment on the phone with a specially trained ConditionCare nurse-coach. Once you’re engaged in the ConditionCare Program, you’re automatically eligible for the Anthem ConditionCare Incentive Program. You’ll receive a welcome letter in the mail and you can then start enjoying the incentives right away.

Q: If my doctor thinks it will help me to participate in a ConditionCare program, can my doctor contact someone?
A: Yes, your doctor can refer you into a ConditionCare program by calling 866-596-9812 and providing the ConditionCare representative with all the necessary information.

Q: Who can I contact if I have further questions about either the ConditionCare Program or the Anthem ConditionCare Incentive Program?
A: You can call the phone number on the back of your member ID card and tell the representative that you would like more information.

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