



Helping our members

This communication applies to the Medicare Advantage and Medicare-Medicaid Plan (MMP) programs for Anthem Blue Cross.

The past year has been challenging for us all, especially for our senior members. Clinicians have also had to pivot and care for our members in new and creative ways. We thank you for caring for our members and ensuring they get the healthcare they need. As your patients engage you via telehealth or in person, we encourage you to have discussions about how they are coping with the pandemic and the state of their mental health. In addition, with stay at home orders, many are not able to get out to shop, see family and friends or even exercise. This is a great time to encourage them to stay active and maybe even try SilverSneakers^{®*} online.

Below, you will find a few questions to stimulate dialogue and engage your patients during a tele-visit or office visit.

Thank you for all that you do for our members.

Improving or maintaining physical health:

- Compared to one year ago, how would you rate your physical health in general now?

Improving or maintaining mental health:

- Compared to one year ago, how would you rate your emotional problems (such as feeling anxious, depressed or irritable) in general now?

Monitoring physical activity:

- During the past 12 months, how has your level of exercise or physical activity changed? Have you exercised regularly, or do you take part in physical exercise? Would you be interested in participating in online exercise classes?

Reducing the risk of falling:

- A fall is when your body goes to the ground without being pushed. In the past 12 months, have you had problems with unsteadiness, tripping, falling or difficulty walking?

Improving bladder control:

- Do you have any concerns with not being able to control leaking of urine when you cough or sneeze?

Flu vaccine:

- Did you get your flu shot recently?

General questions:

- Do you have access to food and shelter?
- Do you have any concerns with not being able to get to your appointments or scheduling a specialist visit?
- Are you able to get the medicines that I prescribe?

* Tivity Health, Inc. is an independent company providing the SilverSneakers fitness program on behalf of Anthem Blue Cross.