

Anthem's QMORE Team

Doing MORE to help members

At Anthem, we do more than just provide access to quality health care for our members. We connect members to local health and social services. We also work to improve the quality and cultural competence of the community.

We're able to accomplish this with the expertise of Anthem's **Quality Member Outreach Recovery and Engagement (QMORE) team**, which is made up of frontline Certified Community Health Workers (CHW) and Certified Recovery Specialists (CRS). Their personal experiences and professional resources allow them to serve with a unique understanding of our Medicaid community.

Who can get QMORE services?

Hoosier Healthwise, Healthy Indiana Plan, and Hoosier Care Connect members across Indiana who have a wide variety of diagnoses, or have barriers to engagement.

How do we serve our members?

We serve through a model of care that is comprehensive.

Locate

- Claims data
- Demographic data

Engage

- Develop relationships with members
- Strength-based, motivational interviewing, harm-reduction philosophy

Assess

- Social drivers of health and other barriers
- Health care needs
- Recertification, HIP Basic to HIP Plus, etc.

Connect

- Health care providers
- Anthem benefits, programs, value-added benefits
- Resources in the community

Document

- Anthem documentation platform
- Tracked interactions and actions taken



Quality Member Outreach Recovery Engagement

For more information about the QMORE team, email INoutreach@anthem.com.

www.anthem.com/inmedicaid

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AINMKT-0521-19