



Supporting our communities through the COVID-19 crisis

During these difficult times, our country has faced unforeseen challenges. Through efforts big and small, we have lifted each other up and supported individuals, businesses and communities in need. To help our nation recover from COVID-19, we are resolved to continue on this path to a new normal and stand with our partners today and every day.

Actions taken to support our members



- Built a website to serve as a single-resource COVID-19 information hub
- Developed Sydney Health and Sydney Care apps to cater to COVID-19 needs
- Extended individual grace periods for nonsubsidized members (Individual and Small Group members only, non-Legacy)
- Extended access to coverage and waived cost shares for virtual care
- Extended cost-share waivers for COVID-19 treatment
- Granted COBRA extensions
- Partnered with ianacare™ to offer family caregiver support
- Partnered with Archangels™ to offer free caregiver resource support
- Partnered with Caregiver Action Network (CAN) to offer a free caregiver guidance help desk
- Partnered with Aunt Bertha to offer free and reduced-cost programs, including discounts for food and travel
- Offered free Employee Assistance Program (EAP) resources
- Joined with PsychHub™ to offer free mental health resources
- Gave a one-month premium credit to members enrolled in select Individual plans, and premium credits of 10% to 15% to fully insured employer customers
- Facilitated connections with state and social services, helping newly eligible and at-risk members enroll in the Supplemental Nutrition Assistance Program (SNAP) and Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Extended the suspension of prior authorizations
- Temporarily suspended prior authorization requirements for respiratory services and medical equipment critical to COVID-19 treatment
- Temporarily extended existing prior authorizations for elective inpatient and outpatient procedures
- Committed \$50 million to support COVID-19 relief efforts in affected communities across the country through the Anthem Foundation
- Developed a free online COVID assessment tool
- Created a Find a COVID Test Center locator app
- Offered Anthem Enhanced Choice plans
- Removed qualifying event requirement for 125 Cafeteria plans
- Provided free access to myStrength

Actions taken to support our employers



- Built a website to serve as a single-resource COVID-19 information hub
- Made COVID-19 dashboards available in CII Discover for administrative services only (ASO) clients
- Designed C19 Explorer to inform community-level risk for resource planning and assist return-to-work efforts
- Created C19 Navigator to provide population insights, trends, risk scores and predictions based on community-level risk and health conditions
- Created the Safe Entry to Workplace program
- Developed Sydney Health and Sydney Care apps to cater to coronavirus needs
- Gave one-month premium credit to members enrolled in select Individual plans, and premium credits of 10% to 15% to fully insured employer customers
- Created a Mental Health Awareness employer toolkit
- Created a Return to Work digital toolkit
- Extended group special enrollment periods
- Offered new business implementation credits and/or premium holidays for midyear business
- Offered new tax relief for spending accounts (consumer-driven health benefit)

Actions taken to support our brokers



- Built a website to serve as a single-resource COVID-19 information hub
- Made COVID-19 dashboards available in CII Discover for ASO clients
- Designed C19 Explorer to inform community-level risk for resource planning and assist return-to-work efforts
- Created C19 Navigator to provide population insights, trends, risk scores and predictions based on community-level risk and health conditions
- Created the Safe Entry to Workplace program
- Delivered a Protect the Business toolkit
- Awarded new business implementation credits

Actions taken to support our providers



- Built a website to serve as a single-resource COVID-19 information hub
- Accelerated \$600 million to care providers
- Launched the Anthem Medical Associate Volunteer Program, allowing associates with professional medical training to take paid leave and volunteer to serve on the front line in communities in need
- Furnished dental provider personal protective equipment (PPE) credits
- Allocated medical and dental premium credits

As we move forward together, Anthem will remain focused on seeking ways to support our valued business partners, improve lives and strengthen the communities we serve. For more information about and resources to help fight COVID-19, visit anthem.com/ca/coronavirus.

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