

RETIREE SERVICES AND RESOURCES

REAOC

Overview

This document outlines services and resources that are available to County of Orange retirees from each of the four medical carriers: Anthem, Scan, Kaiser and Blue Shield. The purpose is to highlight value-added benefits for which retirees can initiate and may not be aware. The last page identifies programs available through StayWell (and the associated cost) that REAOC could consider implementing.

*Most services and benefits are available to carrier-specific members only, but there are a few that are available to the public. These are noted with **P**.*

Anthem

24/7 Nurse Advice Line and Member Service Line (Early Retiree and Medicare)

Registered nurses are available for immediate and reliable health advice and information and can assist in locating an in network urgent care or emergency room locally, or a physician if out-of-area.

(800) 337-4770 (Early Retiree)

(800) 700-9184 (Medicare). TTY users should call 711.

Online Tools and Resources (Early Retiree and Medicare)

Offers a personal health record, condition-specific library, symptom checker, temporary ID card, claims history and online health risk assessment (Early Retiree). Members can also estimate their costs.

www.anthem.com/ca

Health Risk Assessment (Medicare)

A voluntary telephonic health assessment. Anthem attempts three outbound calls to all new Anthem Medicare Advantage members only; existing members are not able to initiate.

Wellness Education Website (Early Retiree and Medicare)

Employer designed website with free health and wellness information that can be used to support wellness campaigns. Ready to use Condition e-Kits exist for a number of health conditions. Ready to print emails, posters, etc.

timewellspent.anthem.com

SilverSneakers (Medicare)

Fitness club program with access to 13,000+ locations nationwide and a member website with health trackers, healthy recipes, and community connection.

www.silversneakers.com

Special Offers (Early Retiree and Medicare)

Discounts available through the Anthem Website for various online retailers and certain retail locations. Discounts available for gym memberships, pet insurance, weight loss clinics, hearing aids, vitamins, grocery coupons, etc.

www.anthem.com/ca and click on "discounts"

ConditionCare (Early Retiree)

Disease management for prevalent, high-cost conditions (asthma, diabetes, chronic obstructive pulmonary disease, coronary artery disease). Members can self-refer, be referred by a physician, or be contacted directly by Anthem with an invite to register and engage. Nurse coaching and goal-setting to obtain control and best health outcomes. Contact member services for additional information.

Scan

Online Resources

Members can find providers, reference their plan, or discover discounted services.

www.scanhealthplan.com/countyoforange

Wellness Events

Sponsored educational wellness events covering topics including Asthma/Chronic Obstructive Pulmonary Disease (COPD), Diabetes, High Blood Pressure, and more. Available upon request.

Unlimited Transportation

No cost transportation for any medical appointments. Transportation arrangements should be made 24 hours in advance for a passenger vehicle and 48 hours in advance for wheelchair service.

(800) 559-3500

Independent Living Power Services

In-home care for qualified retirees including an assessment by a personal care planner, a personalized care plan, homemaker and personal care services, caregiver respite services, home-delivered meals, emergency response system, and community resources.

Discounted Pricing on Prescriptions Drugs

Members can save money through lower copays on their medications by filling their prescriptions at Preferred Pharmacy Network (includes Walgreens, Rite Aid, Wal-Mart, Costco, and Albertsons).

SCAN Discount Market Place

Discounts at array of companies for goods and services including hearing aids, meal delivery, and vision care services, among many others.

www.scanhealthplan.com/countyoforange

SilverSneakers

Fitness club program with access to 13,000+ locations nationwide and a member website with health trackers, healthy recipes, and community connection.

www.silversneakers.com

Kaiser

24/7 Nurse Advice Line

Advice nurses are registered nurses who are specially trained to help assess medical problems and provide advice over the phone, when medically appropriate. They can often resolve a minor concern or advise you on what to do next, including making a same-day or next-day appointment.

Orange County residents: (888) 988-2800

Online Wellness Programs

Customized online program that is designed to help members create a healthier lifestyle. Members begin by filling out online health assessments and receive a customized guide to a program of their choice.

kp.org/healthylifestyles

Online Health Assessment

HealthMedia Succeed is an easy online questionnaire that can help you examine what's affecting your overall health—from how often you exercise to what you eat in the morning—and then help you prioritize the lifestyle changes it recommends.

kp.org, go to My Health Manager and choose "My medical record"

Telephonic Wellness Coaching

Coaching is available at no cost to Kaiser Permanente members, in English and Spanish. In this one-on-one program, coaches use a collaborative approach to help members overcome obstacles and motivate them to achieve goals.

(866) 862-4295

Wellness Group Classes

An opportunity to meet with health educators face-to-face and learn about topics like diabetes, heart disease, and more.

<https://healthy.kaiserpermanente.org/health/care/consumer/health-wellness/programs-classes/classes>

Telephone Appointments

Available to all members 18 years or older with minor health conditions.

Orange County residents: M-F, 7am-7pm at (888) 988-2800

Video Appointments

Available for dermatology and psychiatry appointments.

Orange County residents: M-F, 7am-7pm at (888) 988-2800

KP NOW

A service that provides KP Members (ages 18+) experiencing certain low acuity symptoms with the convenience of receiving a physician telephone appointment within 1 hour.

Orange County residents: M-F, 7am-7pm at 888-988-2800 or Preferred Medical Center

American Specialty Health ChooseHealthy Discount Program

Complementary care program that enables KP members to receive discounts off regular rates for services such as massage therapy, acupuncture, and chiropractic with participating providers.

<https://www.choosehealthy.com/?hp=KSRSCA9>

Kp.org P

Kaiser's public site offers all members the opportunity to learn more about specific health topics or browse for ideas on healthier living, including: videos and podcasts, recipes, health encyclopedia and symptom checker.

Farmer's Market P

Members can stock up on the freshest produce and more from local growers and vendors at Kaiser's Orange County Farmers' Markets, and discover just how natural good health can be.

- Anaheim Medical Center – Fridays, 9 a.m. to 2 p.m.
- Irvine Medical Center – Wednesdays, 9 a.m. to 1 p.m.
- La Palma Medical Office – Every other Friday, 10 a.m. to 2:00 p.m.

Blue Shield

County of Orange Custom Website

Members can access their health plan documents, pharmacy benefits, find a provider and tools and resources.

blueshieldca.com/oc

Health Advocate

The Health Advocate program's team of registered nurses can guide members through the healthcare system. They can resolve problems, answer medical questions and provide health counseling. Members can rely on our Health Advocate program team to help coordinate their care.

NurseHelp 24/7

Registered nurses are available day or night to answer members' health questions. Members can call or go online to have a one-on-one personal chat with a registered nurse anytime.

(877) 304-0504

Prescriptions Drug Discounts for Sharewell Plan

Members can receive discounts on prescription drug purchases from Blue Shield network pharmacies. To receive prescription drugs at the discounted rate, members must present their Blue Shield member ID card to the network pharmacy when filling prescriptions.

Wellness discount programs

Blue Shield offers a wide range of discount programs to help save money and get healthier. These include discounts for Weight Watchers, membership with 24 Hour Fitness, ClubSport and Renaissance ClubSport, acupuncture, chiropractic services and massage therapy and eye exams, frames, contact lenses and LASIK surgery.

blueshieldca.com/hw

Wellvolution

Wellvolution features easy-to-use online programs that can help members learn about their health and help improve their wellbeing. Visit mywellvolution.com for access to:

- **Well-Being Assessment** – Quick and confidential wellbeing assessment resulting in a personalized report on overall wellbeing and suggestions on ways to improve health.
- **Daily Challenge** – Members receive a daily email that includes suggestions for simple and fun wellness-related tasks that can help improve their wellbeing.
- **Diabetes Prevention Program (DPP)** – The Diabetes Prevention Program can help members lose weight, adopt healthier habits and reduce their risk of developing type-2 diabetes. It's available at no cost to members that qualify. solera4me.com/shield
- **QuitNet** – Members can get the help they need to quit smoking with encouragement and support from the largest quit-smoking community in the world. QuitNet now includes nicotine replacement therapy (NRT) at no additional cost.

- **Walkadoo** – Walkadoo is a get-moving tool for real people with real lives. Members can do what they already do: walk, run, hike or bike. Walkadoo keeps track of activity and goals. Members simply wear a wireless device that counts steps throughout the day. Walkadoo supports all models of Fitbit, Jawbone and Misfit, as well as the Moves app and the Walkadoo app tracker for iPhone and Android.