You are respected and valued

Benefits to support our LGBTQ members

Our Goal at Anthem is to serve you and all our members in a caring and inclusive way so you know you’re welcome, respected, and valued. As part of that effort, we work to meet the needs of our transgender members and support them along their health journey. We offer:

Broader health plan benefits

- Benefits are not excluded based on gender identity.
- Benefits are available for spouses and domestic partners. You can check with your employer for more details.
- Medically necessary treatment is covered, including hormone therapy and behavioral health counseling.
- When approving sex reassignment services, our benefits follow the World Professional Association for Transgender Health (WPATH) guidelines.

Helpful resources at no extra cost

- Online and mobile resources, such as the Engage Wellbeing mobile app, offer personalized health and wellness and benefits information, in one location. You can use the app to:
  - Find care and compare costs
  - Check claims and benefits details
  - View and use digital ID cards
- Forums led by doctors on topics such as “Gender Dysphoria and Transgender Issues,” “Cultivating Transgender Inclusion” and “Health Care Reform — Transgender Benefits”

We are here for you

Our case managers understand the diversity of our members. They can help you navigate your health journey by:

- Providing education on sex reassignment and your options.
- Helping you find the best care from appropriate providers close to you.
- Connecting you to resources that can help you, if needed.
Improved support from your Anthem team

- Our nurse care managers and clinical teams have access to training on caring for transgender members to help them support you more effectively.
- Our Member Services team is required to take a “Cultivating Cultural Competency” course to increase their understanding of and sensitivity to LGBTQ concerns.
- Anthem sponsors mydiversepatients.com, a website that helps doctors and other health care providers learn how to treat LGBTQ patients with understanding.

Help understanding your benefits

If you need transgender care but are unsure where to begin, please call Member Services. They will provide you and your family with dedicated support and ensure you understand how your benefits can help you throughout your health journey. They can also:

- Go over costs of services
- Find appropriate providers in your plan
- Work with providers on care preapproval
- Confirm schedules and procedures

You do not need to face your health journey alone. We are committed to ensuring our LGBTQ members receive the support and resources they deserve from their health plan benefits.

Extra support is standing by

For more information on your benefits and how we can support you, call Member Services at the number on your member ID card.