

# Medicare Plan Finder Website Errors

## Impacts Anthem Blue Cross Medicare Advantage Plans – California

### The Facts:

- Errors appear on the Centers for Medicare & Medicaid Services (CMS) Medicare Plan Finder website ([Medicare.gov](http://www.Medicare.gov)), regarding Anthem Blue Cross Medicare Advantage plans, benefits and/or service areas.
- The errors are limited to the state of California (CA) and include the Counties of Santa Clara, Kings, Tulare, Madera, Stanislaus, San Bernardino, Riverside and Fresno.
- For accurate information, refer to printed enrollment materials. Printed materials have all been validated as being correct, including printed enrollment kits.
- Anthem is working with CMS to correct the information as soon as possible and will notify you upon completion.
- A summary of the errors, separated by market, follows below. Additional clarification is also provided when appropriate.

### Fresno

- **ERROR:** Benefits for the MediBlue Plus (HMO) plan (H0564-060):

Benefit	Error	Accurate Information
Maximum Out-of-Pocket Amount	\$5500	\$6700
Specialist Co-Payment	\$15	\$20

### Santa Clara County

- **ERROR:** Medicare.gov is showing that the MediBlue Plus and MediBlue Coordination Plus plans **are** available in Santa Clara. That is incorrect.
- Anthem **does NOT** offer any Medicare Advantage (MA) plans in Santa Clara, including HMO and D-SNP plans.
- There are multiple competitors exiting the market, including Humana and Blue Shield of CA in Santa Clara County. The estimated impact is 8,000 members.
- The competitor plan non-renewals are creating a high level of interest in the plans available in Santa Clara County.
- Consumers impacted by a plan exit are encouraged to consider an Anthem Medicare Supplement (MS) plan as an alternative to MA. MS plans available include Plan A, F and N.
- Anthem offers Medicare Supplement plans that include SilverSneakers in Santa Clara County (coming soon 01/01/2017).

### Kings, Tulare, Madera and Stanislaus

- **ERROR:** Medicare.gov is showing that the MediBlue Coordination Plus plan is available in Stanislaus County and the MediBlue Dual Advantage plan is available in Kings, Tulare or Madera Counties. That is incorrect.
- Anthem **does NOT** offer an HMO or D-SNP plan in Kings, Tulare, Madera or Stanislaus Counties.

- MediBlue Plus (HMO), MediBlue Coordination Plus (HMO) and MediBlue Dual Advantage (HMO SNP) **are NOT** available in any of these four counties.
- Consumers are encouraged to consider an Anthem Medicare Supplement (MS) plan as an alternative to Medicare Advantage.
- MS plans available include Plan A, F and N.
- Anthem offers MS plans that include SilverSneakers in Kings, Tulare, Madera and Stanislaus Counties (coming soon 01/01/2017).

## San Bernardino and Riverside

Medicare Plan Finder lists additional zip codes not valid for our HMO plan service area. HMO plans include Anthem MediBlue Select and Anthem MediBlue Coordination Plus.

The following zip codes **ARE** accurate and included in the service area for Anthem HMO plans in 2017.

### ***Riverside partial county zip codes:***

91752; 92028; 92201; 92202; 92203; 92210; 92211; 92220; 92223; 92226; 92230; 92234; 92235; 92236; 92239; 92240; 92241; 92247; 92248; 92253; 92254; 92255; 92258; 92260; 92261; 92262; 92263; 92264; 92270; 92274; 92276; 92282; 92292; 92320; 92324; 92373; 92399; 92501; 92502; 92503; 92504; 92505; 92506; 92507; 92508; 92509; 92513; 92514; 92515; 92516; 92517; 92518; 92519; 92521; 92522; 92530; 92531; 92532; 92536; 92539; 92543; 92544; 92545; 92546; 92548; 92549; 92551; 92552; 92553; 92554; 92555; 92556; 92557; 92561; 92562; 92563; 92564; 92567; 92570; 92571; 92572; 92581; 92582; 92583; 92584; 92585; 92586; 92587; 92589; 92590; 92591; 92592; 92593; 92595; 92596; 92599; 92860; 92877; 92878; 92879; 92880; 92881; 92882; 92883

### ***San Bernardino partial county zip codes:***

91701; 91708; 91709; 91710; 91729; 91730; 91737; 91739; 91743; 91758; 91759; 91761; 91762; 91763; 91764; 91766; 91784; 91785; 91786; 91792; 91798; 92252; 92256; 92268; 92277; 92278; 92284; 92285; 92286; 92301; 92304; 92305; 92307; 92308; 92310; 92311; 92312; 92313; 92314; 92315; 92316; 92318; 92323; 92324; 92327; 92329; 92332; 92333; 92334; 92335; 92336; 92337; 92338; 92339; 92340; 92341; 92342; 92344; 92345; 92346; 92347; 92350; 92354; 92356; 92357; 92358; 92359; 92365; 92366; 92368; 92369; 92371; 92372; 92373; 92374; 92375; 92376; 92377; 92382; 92386; 92391; 92392; 92393; 92394; 92395; 92397; 92398; 92399; 92401; 92402; 92403; 92404; 92405; 92406; 92407; 92408; 92410; 92411; 92412; 92413; 92414; 92415; 92418; 92420; 92423; 92424; 92427; 92880; 93516; 93555; 93562; 93592

- Consumers may want to consider the Anthem MediBlue Access (LPPO) plan available in Riverside County.
- Consumers are encouraged to consider an Anthem Medicare Supplement (MS) plan as an alternative to MA. MS plans available include Plan A, F and N.
- Medicare Supplement plans that include SilverSneakers are available in San Bernardino and Riverside Counties (coming soon 01/01/2017).

## Questions?

If you have questions please contact Agent Services by phone at 1-888-209-7839 or by e-mail at [medicareagentsupport@anthem.com](mailto:medicareagentsupport@anthem.com).