



Complimentary Clinical Review

Frequently asked questions

Checking for heart conditions and taking action early can help you live a longer, healthier life. That's why your Anthem plan includes exclusive access to a **virtual, complimentary clinical review** with a cardiac expert at Cleveland Clinic, the nation's No. 1 hospital for heart care.¹

This valuable service is available no matter where you live and provides you and your regular doctors or specialists with an extra layer of support during your treatment. It's available no matter where you live.

Why is this program available?

Cleveland Clinic and Anthem are working together to provide you access to Cleveland Clinic's specialists who can explain heart conditions and care options.

Who is the ideal candidate for a complimentary clinical review?

You may be an ideal candidate if you have a diagnosed heart condition. You'll hear from cardiac care experts with personalized feedback on your condition and find out if Cleveland Clinic can assist with your care.

What happens when I schedule a review?

Cleveland Clinic will answer questions you may have and ask you for basic information. Next, Cleveland Clinic will ensure that the right specialist will review your information and share feedback based on your unique needs. The specialist may also talk about more advanced treatment options at Cleveland Clinic.

Anthem 
And Its Affiliate HealthKeepers, Inc.

 **Cleveland Clinic**

How long is the wait for a clinical review after I request one?

Cleveland Clinic will work with you or a covered family member to obtain the appropriate information and medical records. Then, you'll receive feedback, generally within five business days, by phone or email.

How much does it cost?

The review through Cleveland Clinic is currently offered at no cost to Anthem members. Charges will apply if you choose to schedule follow-up visits.

How do I know if my benefits cover follow-up care?

If you decide to have further care after the complimentary clinical review, your Anthem benefits will apply. Please contact the Anthem Member Services team at the number on your ID card to understand what services are covered.



How do I know if travel is covered and where to stay?

Call the Member Services number on your member ID card to ask about travel coverage. The Cleveland Clinic Patient Access Center can offer suggestions for accommodations on and near the main campus.

Why Cleveland Clinic?

Cleveland Clinic has ranked No. 1 in the nation in cardiology and heart surgery since 1995, according to the [U.S. News & World Report](#).* Cleveland Clinic also ranks No. 2 among U.S. hospitals overall, with more than 3,900 employed physicians to diagnose and treat patients. The staff is committed to providing the best care for serious and complicated medical conditions.

What is the difference between a clinical review and a scheduled visit?

 Complimentary Clinical Review	 Scheduled Visit
No charge	Billable visit, copay will apply
Learn about care options based on your medical information, including diagnosis, medical history, and lab results	Receive a diagnosis for a condition and a treatment plan
Receive advice and information about care options available at Cleveland Clinic	Have follow-up visits or tests scheduled
Feedback by phone or email from Cleveland Clinic Specialty Referral Team	In-person or virtual feedback



Call or email to request a no-cost virtual clinical review.

833-355-0454
AnthemReferral@ccf.org

* U.S. News and World Report: 2021-2022 Best Hospitals for Cardiology & Heart Surgery (accessed December 2021); health.usnews.com.
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