In order to be covered by the Preferred Provider Organization (PPO), hip and knee replacements and certain inpatient spine surgeries MUST be performed at an Anthem Blue Cross Blue Distinction + Center.

## Blue Distinction+ for hip, knee and spine

## **Quality of care**

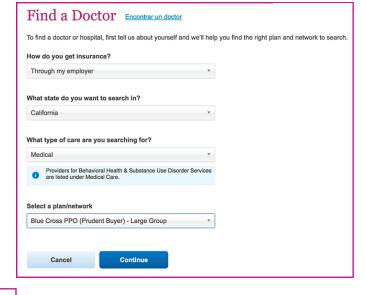
For particular surgeries, some hospitals deliver better outcomes than others. Hospitals meeting the requirements for the Blue Distinction+ (BD+) designation outperform their peers in the areas that impact patient health care the most — quality, safety and efficiency. BD+ Centers meet affordability criteria and deliver better results — **including fewer complications and readmissions** — **than other hospitals**.

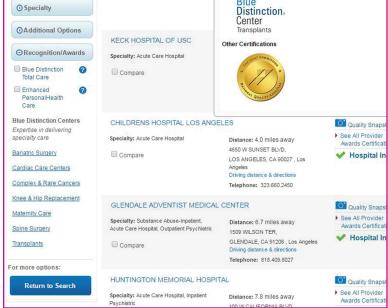
For a specific list of hip, knee and spine procedures that are part of the program, please call Anthem Customer Service at **1-800-234-4333**.

## Finding a Blue Distinction+ designated hospital

It's easy to find Blue Distinction Centers for Specialized Care:

- 1. Log in to anthem.com/ca.
- 2. Choose Menu.
- 3. Under Care select Find a Doctor.
- 4. Choose Continue as Guest.
- 5. Complete the questions shown to the right and hit **Continue**.
- Choose from the drop down that you want to search
  "Hospitals and Facilities", then Select "All Specialties" and
  include the City, State and ZIP code (for better results, set
  your search radius to 50 miles).
- Then choose Recognition/Awards shown on the screen below and select Knee & Hip Replacement or Spine Surgery, to search for Blue Distinction Center+ facilities.

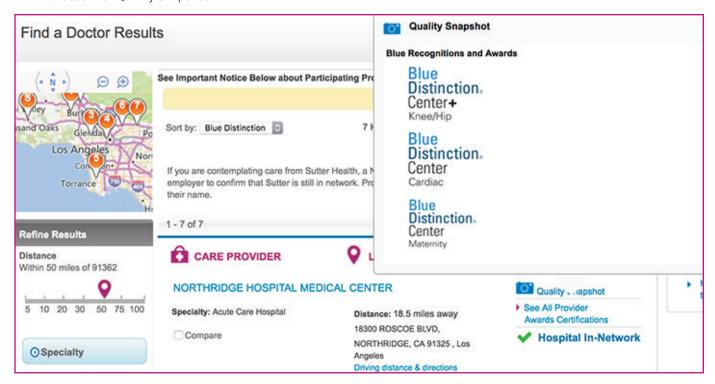








8. You may also find the Blue Distinction designations on the Provider Details page — simply select the provider name and choose the "Quality Snapshot."



If you need help finding a surgeon who practices at a Blue Distinction+ hospital, you may want to ask your primary care doctor or orthopedic specialist to assist you. There is also often an Orthopedic Program Director at each Blue Distinction+ hospital who can assist you with finding surgeons that are part of their program, as well as provide you detailed information about what their program offers.

## **Travel Assistance**

If there is no Blue Distinction+ center within 50 miles from where you live, a travel benefit is available to you. It pays for travel for the patient and a companion. It also includes a concierge service that coordinates with both the patient and the medical providers. Anthem Customer Service can connect you with Health Base to access the CVT Travel Benefit. A representative at Health Base will help with travel and appointments including medical record collection and transfer.

If you have any questions, you can call Anthem Customer Service at 1-800-234-4333.



