



Inclusive Care

Empathetic. Equitable. Effective.

Inclusive Care

<Anthem's> **Inclusive Care** program was created to connect members of the LGBTQIA+ community with doctors and specialists familiar with and sensitive to their needs.

This program is designed to:

- ▶ Provide empathetic care
- ▶ Make care more equitable
- ▶ Reduce health disparities





Why inclusive care is important

<Anthem> is transforming LGBTQIA+ healthcare to be more compassionate, more specialized, more inclusive, and more focused on whole-person health.



20M+

adults in the U.S.
identify as part of the
LGBTQIA+ community.¹



18.4%

avoid or postpone seeking
healthcare out of concern
about being mistreated,
harassed, or denied
service outright.²



1 in 2

LGBTQIA+ Americans report
moderate to significant
psychological impacts due
to discrimination.³



Our commitment to health equity

Health inequities in the LGBTQIA+ community are overwhelming. Inclusive Care was designed to help overcome these issues.

- Transgender individuals have a high prevalence of HIV/sexually transmitted diseases (STDs), victimization, mental health issues, and suicide.
- LGBTQIA+ youth are 2 to 3 times more likely to attempt suicide.
- Lesbians are less likely to get preventive services for cancer.
- Gay men are at higher risk of HIV and other STDs, especially among communities of color.
- Lesbians and bisexual females are more likely to be overweight or obese.
- Elderly LGBTQIA+ individuals face additional barriers to health because of isolation and a lack of social services and culturally competent providers.

“We are gathering data to identify inequities and ensure that everyone can be as healthy as possible — regardless of their sexual orientation, gender identity, race, or any other personal attribute.”

— Dr. Darrell Gray
Chief Health Equity Officer, Elevance Health

Our commitment to inclusion

<Anthem> is a steadfast supporter of diversity and inclusion. Our outreach to the LGBTQIA+ community extends beyond those with our health plans and into the surrounding communities.



What makes this program unique

This program removes barriers and offers curated guidance to best-in-class specialists, so employees can be confident in their care.



The <Anthem> support team **locates and navigates to care providers** — specializing in hormone therapy, plastic surgery, infectious disease, and behavioral health — **who identify as allies**. Virtual care is available when an inclusive care provider is not located nearby.



Our Inclusive Care program provides one-on-one **gender affirmation guidance and surgery support**. This includes aligning care to clinical guidelines, answering preapproval questions, connecting patients to hospitals recognized for gender health, and providing ongoing support post-surgery.



Our knowledgeable Clinical Case Management Team is available to **answer questions and offer educational support** for those taking hormone therapy, preexposure prophylaxis (PrEP), and other specialty medications. This enables patients to know what side effects are possible on their chosen course of treatment.



Our team pinpoints and connects employees to local **community programs and educational resources** specially developed for the LGBTQIA+ community and their families.

How we help make finding care easier

Our care team can let your employees know which care providers are allies who understand and support their medical and behavioral health needs. Our navigators include:

Health Guides

are advocates who can navigate employees to appropriate care providers and helpful educational and community resources.

Nurse Care Managers*

provide one-on-one guidance to those going through hormone replacement therapy or gender affirmation surgery, assuring world-class, supportive care throughout the process.



Connecting to care: Anthem Health Guide

A Health Guide can:



Ask the caller key questions about the kind of care they are seeking and proactively address gaps in preventive care. The Health Guide can also set up an appointment and see if new patients are accepted.



Check the caller's benefits to make sure the care requested is covered under their plan.



Offer the assistance recommended by our artificial intelligence (AI) technology, which can recognize requests for behavioral health services or information related to LGBTQIA+.



Find a doctor, therapist, or specialist aligning with the caller's needs. The Health Guide has information on specialties and which healthcare professionals identify as LGBTQIA+ cultural allies.



Connect a caller to community groups, resources, and educational tools.

Health Guide **advocacy training**

Our <Anthem> **Health Guides** undergo additional training to be excellent advocates, providing the best possible assistance with warmth, confidence, and understanding. This training includes:



Cultural sensitivity modules

Building skills to be an effective advocate



Consultative listening

Understanding LGBTQIA+ needs



Role play and scripting

Connecting to procedures, resources, and coaching



Support and referrals

Providing referrals to clinical care and forwarding appropriate cases to Nurse Care Managers



Speech trigger technology

Recognizing LGBTQIA+ terminology alerts

Our AI technology

<Anthem>'s sophisticated artificial intelligence (AI) assists both the Health Guide and the caller to connect to appropriate resources and care by recognizing keywords, such as:*

- Asexual
- Bisexual
- Bottom surgery
- Confirmation surgery
- Descovy®
- Gay
- Gender affirmation
- Gender dysphoria
- Gender identity
- Gender reassignment
- LGBTQ
- Lesbian
- Nonbinary
- Preexposure prophylaxis
- Reassignment surgery
- Sex reassignment
- Top surgery
- Transgender
- Transgender benefit
- Transgender surgery
- Truvada®



Next-level service: Inclusive Care Nurse Care Managers

When a caller asks about hormone replacement therapy or gender affirmation surgery, the Health Guide asks if they'd like to be connected to an **Inclusive Care Nurse Care Manager (NCM)**.

The NCM conducts a careful assessment to identify the social, clinical, and educational needs of the caller. Together, the caller and the NCM create a flexible, customized care plan.

Common care plan goals and educational topics include:



Identifying and building a support system, with suitable healthcare professionals.



Connecting to behavioral health resources.



Understanding the medical policies for gender affirmation surgery and treatments.*



Understanding and managing medication or hormone therapies.



Preparing for treatments, surgeries, and stabilization after surgery.

Nurse Care Manager advocacy training

Inclusive Care Nurse Care Managers are licensed registered nurses with a minimum of three years of case management experience, a background in caring for the LGBTQIA+ community, and three weeks of extensive Inclusive Care training on:



Process and approach

Instruction on workflow policies and procedures, motivational interviewing, customer service effectiveness, system navigation, and documentation.



Support and engagement

Coaching on how to complete the comprehensive assessment and follow up with relevant questions to build a complete care plan for those receiving treatment.



LGBTQIA+ topics

Review of gender-affirming care, LGBTQIA+ language, cultivating transgender inclusion, gender transition in the workplace, gender-affirming surgery guidelines, and support resources for the LGBTQIA+ community.



Resources

Education on resource navigation, matching callers to healthcare professionals, and advocacy. Practice using a variety of strategies to help callers meet their health goals.



Health
Guide



Nurse Care
Manager



Subject expert
review (optional)



Concierge
travel



Center for
gender health

Gender affirmation process support

Subject expert review

If a caller would like a top-ranked specialist to review their hormone therapy treatment or gender affirmation surgery process, an Inclusive Care Nurse Care Manager (NCM) arranges a Virtual Second Opinion (VSO). At the VSO appointment, the caller can ask questions, have their concerns addressed, and review their treatment and surgery options.

Surgery

Regardless of whether a subject expert review has taken place, our NCM refers patients — after their hormone and surgery plan has been reviewed — to one of our centers for gender health. For clients who choose the option of travel, it can be arranged with our concierge travel partner.

Our centers for gender health

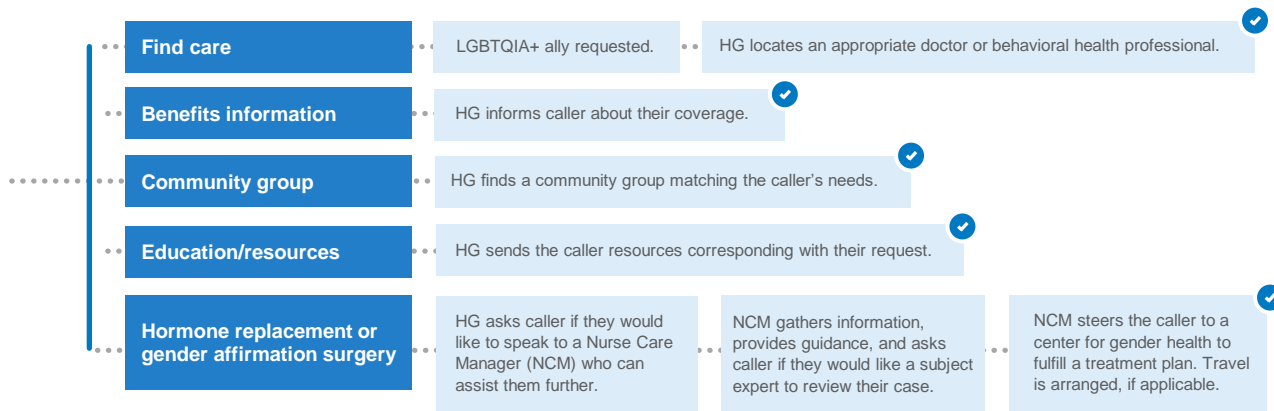
Our partnerships with these centers for gender health give employees and their covered family members the information, support, expertise, and confidence to make the best decisions for their individual case.



- | | | |
|--|---------------------------------------|---|
| 1 University of Texas Health – Houston | 10 Boston Children's Hospital | 18 University of Colorado |
| 2 Vanderbilt University | 11 Boston Medical Center | 19 University of Utah |
| 3 University of Kentucky | 12 SUNY Upstate – Syracuse | 20 UCSF |
| 4 University of Miami | 13 Cleveland Clinic | 21 Stanford Health |
| 5 University of North Carolina | 14 University of Michigan | 22 UCLA |
| 6 University of Virginia | 15 University of Iowa | 23 IU Health, Riley Children's Health, and Eskenazi |
| 7 Johns Hopkins | 16 Mayo Clinic – Minnesota | 24 Rush University |
| 8 NYU Langone | 17 University of Kansas Health System | |
| 9 Mount Sinai | | |

The call process: an overview

Below is an overview of how calls are handled when they come to a Health Guide (HG).



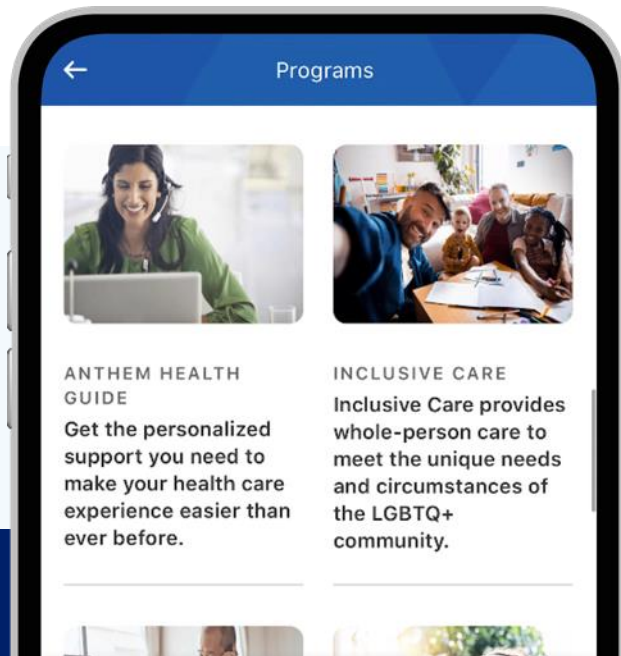
The caller receives the guidance they need to move forward in their health journey.

Online resources

Access <Anthem> Health Guides and Inclusive Care through the SydneySM Health app to find benefit details and educational resources from Boston Children's Hospital and The Fenway Institute on topics including:

- Gender identity, hormone therapy, supporting nonbinary children, transgender care, gender affirmation surgery.
- HIV prevention.
- Understanding and supporting those in the LGBTQIA+ community.
- Dealing with and overcoming discrimination.
- Coming out to family, friends, and employers.
- How to talk to your health provider.
- Finding mental health support.

To find <Anthem> Health Guide and Inclusive Care on Sydney Health, open the app, select **My Health Dashboard** from the menu, then **Featured Programs**.



Anthem Inclusive Care

This program provides **360 degrees of support** for the LGBTQIA+ community to remove barriers and create confidence of care.



We navigate to educational resources and community groups focused on LGBTQIA+ related medical and social topics.



We provide empathetic and personalized guidance through our Health Guides and Nurse Care Managers.



We connect patients and family members to behavioral health resources and counselors.



We pinpoint allies and subject matter experts in the medical community.



We supply education and support for those taking specialty medications.



We offer guidance and education to gender affirmation surgery patients and their family members.



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