



Reimagining Health

How COVID-19 has changed the landscape

Pandemic: Forcing us to think differently



- Exposed a number of **intersecting vulnerabilities** – physical health, behavioral health, health inequities, social drivers of health
- Underscored the importance of each of these vulnerabilities, that **“health” is more than simply the absence of illness**
- Forced us to **reconsider models of care delivery** – virtual and moving more in-home
- Got us into the same boat and rowing in the same direction

Our Focus in Action

- **Outreaching to members at risk**

- 20,000 connections in Indiana: food adequacy, isolation support, medication needs and telemedicine services

- **Increasing access** through promotion of telemedicine

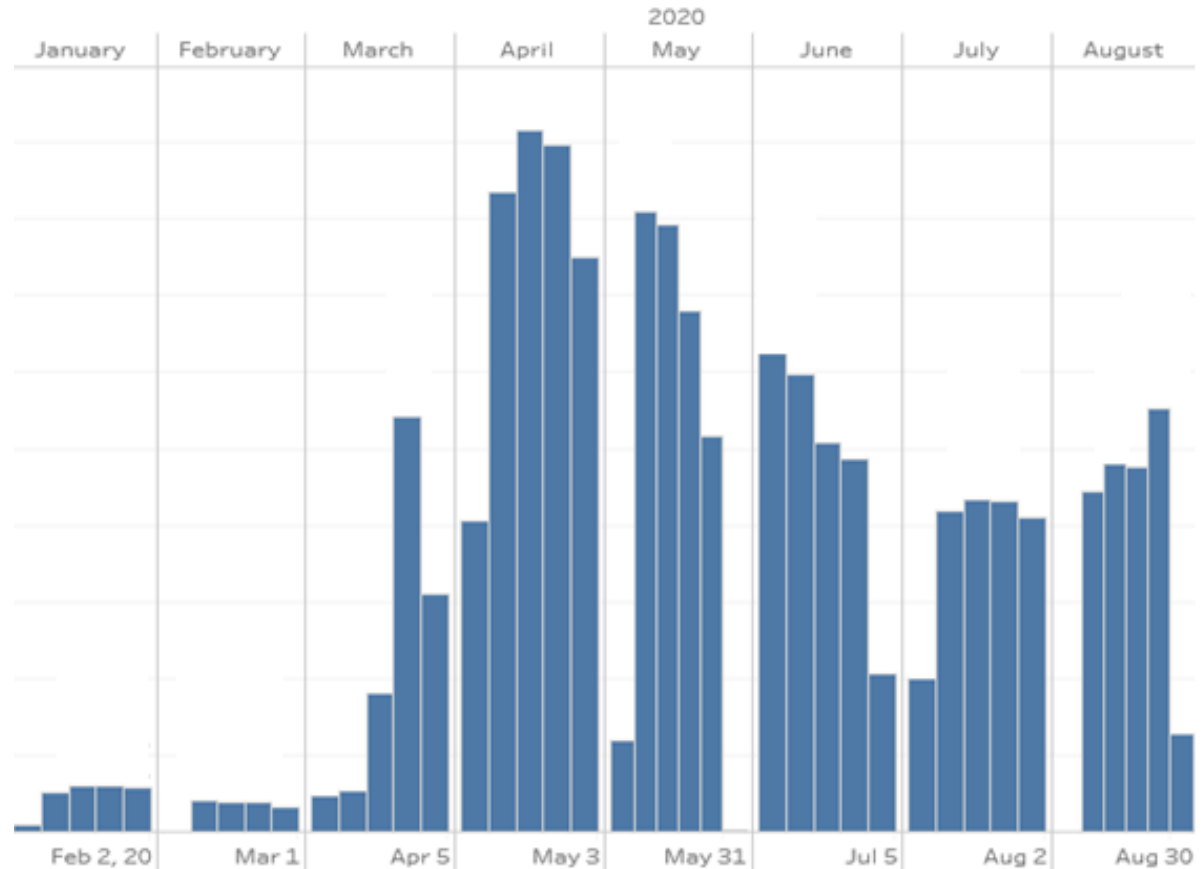
- **Delivering relief** to Hoosiers in need

- **Partnering with NAMI** (National Alliance on Mental Illness) to support the “You are Not Alone” awareness campaign for Mental Health Month during May



Improved Access: Telemedicine in Medicaid

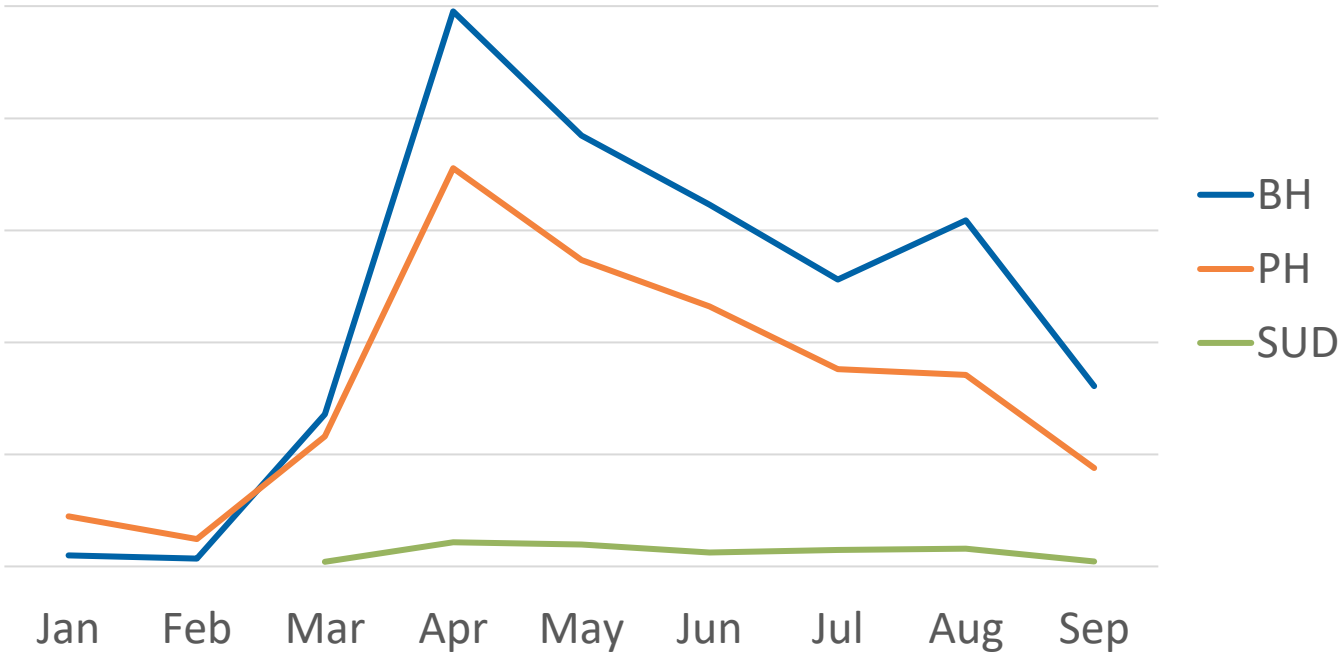
- We encourage virtual care options when possible / clinically appropriate
- Prior to COVID, telemedicine services were limited to those listed on the State's telemedicine code set
- To expand access, OMPP expanded telemedicine services to those outside the telemedicine code set
- Use of telemedicine by Anthem Medicaid members increased significantly as a result



Behavioral Health Services

Top 20 'Enhanced' Telemedicine Services and Category in 2020

- Behavioral Health services represent **57%** of the total amount paid on these 'enhanced' services



Supporting our Communities

- Anthem Foundation's partnership with Gleaner's - **\$1M #NoOneRunsOnEmpty** match campaign – provides **10 million meals!**
- **50k+ PPE donations** for CBOs, FQHCs, Health Departments
- **225 Chromebooks and iPads** to facilitate distance learning and telemedicine for foster children, those experiencing homelessness and those in domestic violence shelters
- **\$50k in Walmart gift cards** to meet basic needs of children and those experiencing mental illness
- **\$1M Rapid Response Loan Fund contribution** through the Indianapolis Chamber of Commerce for the nearly 43 thousand small businesses in Central Indiana
- **\$100k donation to United Way of Central Indiana's C-CERF** (COVID economic relief fund) to support CBOs
- Anthem Foundation **matching 200%** of associate donations to Signature charities
- Anthem nurses participating in the **Medical Associate Volunteer Program** assisted overwhelmed hospitals

Investing in our Future

- Anthem has pledged **\$50 million over the next five years** to focus on health disparities and racial inequities, behavioral health and the key drivers of health such as food insecurity, housing and economic recovery.
 - Leverage long-standing partnerships
 - Work with CBOs and FBOs also invested in our communities
 - Foster conversations around these issues and open dialogue

**Our
Goal**

**To create enduring change in our
Indiana communities**

Anthem[®]