2022 HEALTHCARE CHANGES
FREQUENTLY ASKED QUESTIONS

Beginning **June 1, 2022**, the City of Toledo healthcare plan will be administered by Anthem Blue Cross Blue Shield (BCBS). The following frequently asked questions have been prepared to assist you during this transition.

**When will the change in coverage happen?**
As of June 1, 2022, Anthem Blue Cross and Blue Shield (Anthem BCBS) will replace FrontPath and HealthSCOPE Benefits.

**Will the change to Anthem BCBS change our coverage?**
No, our plan coverage and cost shares will all remain the same.

**What if I currently have a procedure or other service pre-certified with HealthSCOPE?**
You should discuss the change to Anthem with your provider so they can verify your coverage and determine if there are any prior authorizations that need to be obtained to continue your care.

**How can I find out if my current providers are in-network?**
ProMedica, Mercy and Toledo Clinic are all in-network providers. A complete list can be found here: [https://www.anthem.com/find-doctor/](https://www.anthem.com/find-doctor/). Before June 1, you can search as a guest using "Medical (Employer Sponsored)" as the type of plan and “Blue Access (PPO)” for the plan/network.

**How can I learn more about my Anthem coverage?**
Anthem offers a variety of tools and resources available on their website [www.anthem.com](http://www.anthem.com) and on their Sydney Health mobile app. You will be able to access these online resources beginning June 1, 2022.

**When will I receive a new Identification Card and when should I start using it?**
You will receive your new Anthem ID Card in late May and should begin using it on June 1, 2022. Your new cards can also be used at the pharmacy, eliminating the OptumRX card.

**Will I have to enroll in benefits this year?**
Yes, this year will be a **mandatory** enrollment. All employees will need to log in and confirm their coverage. Open enrollment will be April 1 through April 30. There will be benefit counselors available to answer questions.