Get health care answers faster

We’re offering a new way for consumers to get quick answers to care and benefits questions.

They can now use the voice-activated Anthem Skill to get answers to health care questions any time. It uses Alexa (Amazon’s digital assistant) through any mobile or Alexa-enabled device.

Using the Skill, members can:

- Ask for a digital member ID card
- Get a health savings account (HSA) or health reimbursement account (HRA) balance
- See how close they are to their plan’s deductible or out-of-pocket amounts
- Find definitions for more than 200 insurance terms
- Schedule a call from Member Services (may not be available to all members)

Members with an Anthem dental plan can check their dental deductible and annual out-of-pocket maximum. And those with our pharmacy plan can refill, renew and check the order status for home delivery prescriptions.*

And that’s just the beginning. Members will soon be able to ask Alexa to check their copay and percentage of costs for certain services, get claims information, and find a doctor. They’ll also be able to access vision plan information.

The Skill’s basic features don’t cost members anything. They simply download the most recent Alexa app from the App Store® or Google Play™ to get started.

Then:

1. Go to “Skills & Games” in the Alexa app and search for “Anthem Skill.” Then tap Enable To Use.
2. Enter their Anthem username and password to link the Skill with their Anthem account.
3. Set up their Alexa voice profile and passcode, if they haven’t already.
4. Ask Alexa a question by first saying, “Alexa, ask Anthem....”

All member personal health information is protected data and is stored at Anthem, not Amazon.

We want to make it easy for members to find the information they need. Please visit this website to learn more.

* Plan details vary by each client. Not all tools and resources available may be the same.