



DATE

Recipient Name

Address

City, State Zip

If getting to a doctor is a challenge for you, VENDOR can make it easier. VENDOR is an independent company that works with us to provide at-home tests and screenings to make it easier to stay on top of your health. They don't replace your primary care doctor (PCP), but they use the same professional methods.

Services are safe, convenient — and offered at no extra cost to you. You can schedule a visit at a time that works for you.

Here's how a visit works:

1. The vendor will reach out to schedule a visit that is convenient for you. Alternatively, you can call VENDOR PHONE # to request a visit.
2. The vendor's clinical staff will meet you at the scheduled time and place that works for you. They can come right to your location to perform eligible screenings and tests.
3. For virtual visits, clinical staff will join you at the appointment at the scheduled time. The vendor will provide details on how to join your visit.
4. Results are shared with both you and your doctor.
5. If needed, VENDOR will call you to schedule any necessary follow-up appointments.

Have questions?

Frequently asked questions are answered on the back of this letter. You can also call VENDOR PHONE # to ask us any other questions you have. We're happy to help.

– Your Anthem BCBS team

Frequently asked questions

Who is VENDOR?

Our mission is to dramatically expand access to quality care by reimagining the patient experience — delivered at home and powered by technology. We work with organizations like your health plan to bring care where it's most convenient. For more information, call **VENDOR PHONE #**.

Why does my health plan include this at-home service?

Anthem BCBS is committed to helping you manage your health. At-home service is a convenient way to access important tests to help you stay on top of your health. The visit is included in your healthcare plan at no additional cost to you.

Are these the same tests I typically get at a hospital, clinic, or lab?

Yes. You can receive the same tests, but in the comfort of your own home. The home visit is all about your convenience. It's more personalized to you, and there are fewer distractions.

I'm a bit uncomfortable. Can I trust someone to come into my home?

We understand your concern. We can assure you that staff are medical professionals. They have undergone extensive background checks and training. Your safety and trust are most important to us, and we're dedicated to providing you the highest quality of care. You're welcome to have a family member or caregiver present for your appointment.

What happens after the test and who will get my result?

After your test, there is nothing more for you to do. We'll process your results and send them to you and your doctor. If you need a follow-up appointment, contact your doctor. If you need a primary care doctor, we can help find nearby doctors and facilities and schedule them on your behalf.

VENDOR is an independent company providing service on behalf of Anthem BCBS.

We do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age, or disability in our health programs and activities.

Legal tagline

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