

Kentucky Employees' Health Plan



Anthem 

Anthem 



Kentucky Employees'
Health Plan

 **CVS caremark**[®]

HealthEquity[®] | WageWorks

Living  **Well**

SmartShopper[®]

Anthem Health Guide

Concierge-level customer service for your employees when they need it



Anthem Health Guide helps KEHP members navigate the health care system. Our team of experts create a simpler experience - answer questions, advocate for your health, close gaps in care, and help you make the most out of your benefits.

KEHP Anthem Health Guide



	Anthem Health Guide
Member Connections	voice, web chat, mobile click-to-chat, secure email, web or mobile request for scheduled call back
Anthem Customer Service Associates	Focusing on consultative listening and increasing your engagement opportunities.
Provider Appointment Scheduling Assistance	Is available, Customer Service Associates are there to assist connecting you with your provider.
Smart Engagement Technology	Anthem Health Guides can help to educate and/or direct you to programs available as part of KEHP benefits.
Clinical Integration	Connect you to health improvement programs with our Personal Health Consultants (Registered Nurses), Behavioral Health Resource Center, Future Moms, and more.



KEHP

Anthem Health Guide

- Anthem Health Guide customer service hours are Monday – Friday from 8 a.m. – 8 p.m. Eastern Time
 - After hours or around-the-clock, the 24/7 NurseLine (877-636-3720) is available for medical guidance
- Remember, we meet you where you are by offering multiple ways to access the dedicated customer service unit:
 - voice via inbound call
 - secure email
 - mobile request for a scheduled call back
 - mobile click to chat

KEHP Resources

Support and information is available at:
KEHP Anthem Health Guide/Customer Service
1-844-402-KEHP (5347)
Monday – Friday 8:00am- 8:00pm
. Eastern Time

Visit the following sites for additional plan information:

www.anthem.com/KEHP OR

www.kehplivingwell.com

- webinar recording <https://personnel.ky.gov/Pages/Member-Webinars.aspx>

