



HealthKeepers, Inc. out-of-state coverage

Access healthcare wherever you need it

At Anthem, we're committed to helping people access quality healthcare when and where they need it. That's why our HealthKeepers, Inc. network includes access to BlueCard® preferred provider organization (PPO) doctors and other healthcare professionals nationwide. You must live or work in our Virginia service area to enroll in a HealthKeepers, Inc. plan.

HealthKeepers, Inc. uses our national BlueCard® PPO network (including more than 1.7 million doctors and hospitals in all 50 states*) for care received outside of Virginia. This includes care received at Duke University Hospital, The Johns Hopkins Hospital, Memorial Sloan Kettering Cancer Center, and Cleveland Clinic. In addition, the plan:



Provides healthcare access outside of the Virginia service area through participating BlueCard® PPO care providers. Individuals should continue using the HealthKeepers, Inc. network when accessing care within the Virginia service area.



Adds flexibility to use participating BlueCard® PPO labs outside of the Virginia service area. When seeking care in Virginia, we have expanded in-network access to lab providers, including Quest Diagnostics, Labcorp, and participating hospital reference labs.



Extends in-network benefits to all healthcare services covered by the plan, not just urgent or emergency care. Covered services will still be subject to benefit and medical guidelines.



Sends HealthKeepers, Inc. health plan ID cards that show the PPO "suitcase" icon, indicating access to out-of-area coverage for those who enroll in the plan.

How to access out-of-state care

- Call 911 or go to the nearest hospital in an emergency.
- Log in to **anthem.com** and use the Find Care tool to search for a doctor or hospital in the BlueCard® PPO program.
- Use our **SydneySM Health** app to search for a BlueCard® PPO program doctor or hospital. Get directions to the nearest doctor, urgent care center, or emergency room.
- Call Member Services at the number on your health plan ID card.

Remember to show the doctor or hospital the PPO suitcase icon on your ID card. This indicates you have BlueCard® PPO network coverage.

Contact your Anthem Family Advocate at the number on your member ID card (8am-6pm M-F) for questions about your medical/prescription plan, locating a provider, claims, or to learn more about what is covered or not covered in your plan.

* Blue Cross Blue Shield Association: About Us: The Blue Cross Blue Shield System (accessed January 30, 2025): bcbs.com.

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