Telehealth through providers other than as mentioned previously

Telehealth is also a covered benefit with any Network Provider that offers telehealth. You will be responsible for any Cost-Share, including your Deductible, Co-Payment, and Co-Insurance, if you use a telehealth service other than a LivingWell Health Clinic or LiveHealth Online.

24/7 NurseLine

Health issues pop up at the most inconvenient times and places — even in the middle of the night or when you're out of town on vacation. 24/7 NurseLine allows you to talk to a nurse day or night, year-round, from anywhere in the U.S. Call **877-636-3720** anytime to get the answers you need.

Registered nurses:

- Can offer bilingual help, language lines, and hearing impaired services.
- Help you find the right level of care, such as an urgent care center instead of an emergency room.
- Help you find doctors, hospitals, and specialists in your area.
- Give you a referral to LiveHealth Online, an option for care that allows you to have a video visit with a board-certified doctor.
- Recommend health management programs for certain health issues.
- Remind you about scheduling important screenings and exams.
- Provide guidance during natural catastrophes and health outbreaks.
- Offer links to health-related educational videos or audio topics.

Tobacco Cessation

Over-the-Counter and Prescription Medications

You can get over-the-counter nicotine replacement therapies, without a prescription, at no cost if you meet all the following requirements:

- You are a member of KEHP;
- You are a tobacco user (planholder and/or dependent), 18 years old or older, and listed as a tobacco user on the KEHP health insurance form.

Call **888-581-8834** for more information about over-the-counter therapies. You can get prescription medications to help you with quitting tobacco as well! You need a prescription from your doctor and the medication needs to be on the preventive services list that you can find by visiting **https://extranet.personnel.ky.gov/KEHP/ACA%20Preventive%20Services%20List.pdf**.

To take the first step and get more information about the programs available, visit **https://www.anthem.com/content/dam/digital/docs/microsites/kehp/113025KYMENABS.pdf** or call **844-402-5347**.

Freedom From Smoking

The American Lung Association has helped hundreds of thousands of people quit smoking through Freedom From Smoking®. Available in small group clinics or online, Freedom From Smoking helps you develop a plan of action leading to a quit day and provides the support you need to remain smoke free. Based on current addiction and behavior change models, the program addresses the difficulties of quitting in a sensitive, supportive style and is backed by certified tobacco cessation counselors.

Support is available in person, by phone, or through online chat. Visit **lung.org/ffs** or call **800-LUNGUSA (800-586-4872)**.

Quit Now Kentucky

This phone-based service provides one-on-one help from a trained tobacco cessation counselor. To learn more, call 800-Quit-Now (800-784-8669).

In addition to choosing one of the approved programs, these online tools and resources can help you live a tobacco-free life:

- The Centers for Disease Control and Prevention offers cessation tips, tools, and research on their How to Quit website at **cdc.gov/tobacco/campaign/tips/quit-smoking**.
- Visit **smokefree.gov**, a website dedicated to helping smokers quit. You can access helpful articles, tips, and apps, and build your own plan to quit.

For more information about these programs and resources to help you stop smoking, call **844-402-5347**, Monday through Friday, 8 a.m. to 8 p.m. ET.

Diabetes Benefits

Diabetes Prevention Program

Anthem's Diabetes Prevention Program (DPP) powered by Teladoc, beginning January 1, 2027, offers access to a digital coach who is available 24/7 for personalized, digital-based coaching through the Teladoc DPP app. You can check in whenever it's convenient for you, right from your smartphone. As part of the program, you will also receive a wireless scale that uploads your information to the app automatically so you can easily track your progress and share it with your coach.