



# We've expanded your virtual care options

Now your health plan's virtual care also includes chats with healthcare professionals and primary care by appointment. For your convenience, this added care option is accessible in one location – our Sydney<sup>SM</sup> Health mobile app.

## Get urgent, primary, and specialty care through our Sydney Health app

We've been offering individuals in our health plans virtual, urgent, and specialty care through LiveHealth Online for more than a decade, but we know people want increased access to care virtually. That's why we created a faster, more-convenient way to access all types of care.

We sought out top-quality doctors specifically trained in virtual primary care, and with the help of K Health, we've expanded our urgent care and ongoing care options by adding primary care to Sydney Health. This includes virtual annual preventive care (wellness) visits.<sup>1,2,3</sup>

### Virtual primary care can save you time and money

Sydney Health gives you access to virtual primary care at **low or no additional cost** so you can feel confident about your health and protected in your time of need. Your care team will be up to date on your current virtual care visits to give you personalized care.

And if you ever need help with your health plan or accessing your virtual care, you can **chat with a live agent**. It's our promise to provide you with greater access to healthcare when and where you need it.

When you download our Sydney Health app, you can receive:



Comprehensive primary care, coordinated by a care team.



A personalized care plan and follow-up visits.



Preventive care through virtual annual wellness visits and lab screenings.<sup>1,2,3</sup>



Guidance on the care you need based on feedback you provide in the Symptom Checker.



Urgent care, 24/7.



Unlimited access to care for common health concerns, like flu or allergy management, as well as prescription refills and referrals.<sup>4</sup>



# 86%

of consumers who use virtual care visits love them<sup>5</sup>



Scan this QR code with your phone's camera to download our Sydney Health app.





## Virtual care options that come with your health plan

All your virtual care will be provided through our Sydney Health app. After you log in to the app, you have several paths to choose from, depending on the type of care you need. Certain care and programs are handled by LiveHealth Online, and others by K Health. No matter what care you need, your starting point is always Sydney Health, and you can be confident in the quality of the care you will receive.

Care or service	How to access in Sydney Health	Hours available
<b>Symptom Checker</b> Uses an individual's feedback to determine next steps in care.	From the homepage, select <b>Symptom Checker</b> .	24/7
<b>Urgent care</b> Cough, cold, rash, pink eye, bladder issues, minor cuts, sprains, etc.	For video visits, from the homepage, select <b>Care</b> , then <b>Video Visit</b> . For chat visits, from the homepage, select <b>Chat with a Doctor 24/7</b> .	24/7
<b>Primary care</b> <ul style="list-style-type: none"> <li>Annual preventive care visit</li> <li>Chronic condition management</li> </ul>	Set up an appointment through the homepage by selecting <b>Check-ups and Ongoing Care</b> .	Monday through Friday, 9 a.m. to 9 p.m. ET Saturday and Sunday, 9 a.m. to 5 p.m. ET
<b>Mental health</b> <ul style="list-style-type: none"> <li>Anxiety</li> <li>Depression</li> </ul>	Set up an appointment through the homepage by selecting <b>Care</b> , then <b>Video Visit</b> .	By appointment
<b>Prescriptions — new and refills<sup>4</sup></b>	To text, go to the homepage and select <b>Chat with a Doctor 24/7</b> . For a video visit, go to the homepage and select <b>Care</b> , then <b>Video Visit</b> .	Chat is available 24/7 Video visit varies based on the care or service

### You also can call 24/7 NurseLine anytime, day or night

Talk to a nurse about your health questions and receive guidance on where to go for care, if needed. This service comes with your health plan at no additional cost. Call 800-337-4770. This number is also located on the back of your ID card.

1. Virtual annual preventive care (wellness) visits through the Sydney Health app are available starting September 2022.

2. Your virtual annual preventive care (wellness) visit is covered in full unless your employer has a limit or cap under your benefit plan.

3. Eligible employees are those who have not yet had a wellness visit during the plan year, either virtual or in person, and their organization has chosen to offer the virtual primary care experience without a limit or cap under your benefit plan. If an employer group has a cap on the number of preventive care (wellness) visits and the employee has exceeded the cap but would like to have another wellness visit, they may be responsible for copays and other out-of-pocket costs for the visit. Employees should consult their benefit plan and/or contact Member Services if they have any questions.

4. Your doctor will determine if a prescription is needed at time of visit.

5. J.D. Power 2020 US Telehealth Satisfaction Study.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

Sydney Health is offered through an arrangement with Cereon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2023 The Virtual Primary Care experience is offered through an arrangement with Hydrogen Health.

Other virtual care services offered through an arrangement with LiveHealth Online.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to [anthem.com/co/networkaccess](http://anthem.com/co/networkaccess). In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.