



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 SydneySM Health 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.^{1,2}



86%







of consumers who use **virtual care** visits love them³

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.
-  Preventive care through virtual annual wellness visits and lab screenings.¹²
-  Urgent care, 24/7.
-  A personalized care plan and follow-up visits.
-  Unlimited access to care for common health concerns, like flu or allergy management, as well as prescription refills and referrals.⁴
-  Guidance on the care you need based on feedback you provide in the Symptom Checker.



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









10440794 MENARD 1/17/20 Rev. 01/21 4666156-4127018



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. To get started, on the homepage, select **Care** and then **Virtual Care**.

Care or service	Virtual care service/provider	Hours available
 Urgent care Cough, cold, rash, pink eye, bladder issues, minor cuts, sprains, etc.	LiveHealth Online and K Health	24/7
 Primary care <ul style="list-style-type: none"> Annual preventive care visit Chronic condition management 	LiveHealth Online and K Health	Monday through Friday, 9 a.m. to 9 p.m. ET Saturday and Sunday, 9 a.m. to 5 p.m. ET
 Mental health <ul style="list-style-type: none"> Anxiety Depression 	LiveHealth Online	By appointment
 Symptom Checker Uses an individual's feedback to determine next steps in care.	K Health	24/7
 Prescriptions — new and refills¹	LiveHealth Online and K Health	Chat is available 24/7, video visit varies based on the care or service
 Dermatology	LiveHealth Online	7 days a week

¹ Eligible employees are those who have not yet had a wellness visit during the plan year, in their individual plan, and their organization has chosen to let the virtual or primary care experience without a limit or cap under your benefit plan. If an employer group has a cap on the number of primary care wellness visits that the employee has exceeded the cap but would like to have another wellness visit, they may be responsible to pay for or share out-of-pocket costs for the visit. Employees should consult their benefit administrator contact Member Services if they have any questions.

² Not all annual preventive care (wellness visit) is covered in full unless your employer has a limit or cap under your benefit plan.

³ Annual App Virtual Care to U.S. and Care COVID-19 and the review of LiveHealth (effective September 2020) are new services.

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

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 state'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 a direct through arrangement with Cerner Digital Platform, a service co-provider of virtual care services on behalf of your health plan.

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

Virtual text and video visits powered by K Health.

LiveHealth Online is offered through an arrangement with Anwell, a separate company, providing telehealth services on behalf of your health plan.

Anthem Blue Cross and Blue Shield is the trade name of the Colorado Rocky Mountain Hospital and Medical Services, Inc. HMO products underwritten by HMO Colorado, Inc. Connecticut: Anthem Health Plans, Inc. Florida: Anthem Insurance Companies, Inc. Georgia: Blue Cross Blue Shield Health Plan of Georgia, Inc. and Community Care Health Plan of Georgia, Inc. Illinois: Anthem Health Plans of Kentucky, Inc. Kansas: Anthem Health Plans of Kansas, Inc. Michigan: Anthem Health Plans of Michigan, Inc. Minnesota (including 30 counties in the Kansas City area): RightCare® Managed Care, Inc. Health Alliance® of Insurance Company (HAI), and HMO Missouri, Inc. All other regional offices administer non-HMO benefit underwritten by HAI, and HMO benefit underwritten by HMO Missouri, Inc. All regional offices only provide administrative services for self-funded plans and do not provide benefits. In Nevada: Rocky Mountain Hospital and Medical Services, Inc. HMO products underwritten by HMO Colorado, Inc. and HMO Nevada. In New Hampshire: Anthem Health Plan of New Hampshire, Inc. HMO products administered by Anthem Health Plan of New Hampshire, Inc. HMO products administered by Anthem Health Plan of New Hampshire, Inc. and underwritten by Missouri, The American Health Plan, Inc. In 10 southern states of New York, Anthem Health Choice Assurance, Inc., and Anthem Health Choice HMO, Inc. In these same states Anthem Blue Cross and Blue Shield HMO's trade name is Anthem Health Plan of Virginia, Inc. In Virginia: Anthem Health Plan of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield, and is offered by HealthKeepers, Inc. trades as Anthem HealthKeepers providing HMO coverage, and the service area is all of Virginia except for the City of Fairfax, the town of Vienna, and the area east of State Route 20. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI) underwrites or administers HMO and indemnity policies and underwrites the self-insured self-funded policies offered by Corporate Health Services, Inc. a subsidiary of Wisconsin Collaborative Insurance Corporation (WIC), Corporate indemnities or administrators (HMO or PPO policies), HMO underwrites or administers (all non-HMO or PPO policies). In several states of the Blue Cross and Blue Shield Association, Anthem is a registered trademark of Anthem Insurance Companies, Inc.



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 health plan ID card.