



Receive virtual care and support through our Sydney Health app



When you aren't feeling your best — physically, mentally, or emotionally — or you need guidance managing a health condition, help is available. You can connect to the care you need using our **SydneySM Health** app. You can have a video visit with a doctor 24/7 for common health issues and annual wellness visits. Care for mental and emotional health is available by appointment.¹ Plus, the Sydney Health app is your avenue to specialized programs designed to help you improve your habits and your health.



Visit with a doctor for common medical concerns

Doctors are available anytime, with no long wait times and no appointments needed. They can help you with health issues, such as a cold or the flu, allergies, sore throat, migraines, or skin rashes. During your private and secure video visit, the doctor will assess your condition, provide a treatment plan, and send prescriptions to the pharmacy of your choice, if needed.²



Receive care for your behavioral health

If you're feeling anxious or depressed, or having trouble coping, you can set up a video visit with a therapist, psychologist, or psychiatrist.³ Appointments can be scheduled within one to two weeks.¹ Psychiatrists help manage medications; they do not provide counseling or talk therapy.⁴

Cost of a virtual visit

Anthem plans cover virtual care visits at low or no cost to you.⁵

| Anthem plan | PPO 1000 | HSA 1650 | HRA 3500 | HSA Intern |
|---|---------------------------|-------------------------|-------------------------|--------------------------|
| LiveHealth Online medical virtual visit | \$20 copay, no deductible | 80%, deductible applies | 80%, deductible applies | 100%, deductible applies |
| LiveHealth Online behavioral health virtual visit | \$20 copay, no deductible | 80%, deductible applies | 80%, deductible applies | 100%, deductible applies |
| LiveHealth Online wellness virtual visit | Covered at 100% | Covered at 100% | Covered at 100% | Covered at 100% |

How to download our Sydney Health app:

Scan the QR code with your phone's camera.





Here's how to access the program through virtual care:

Download our Sydney Health app.

1. Register (if you haven't yet) and log in.
2. Once you register, your username and password are the same for our Sydney Health app and [anthem.com/ca](https://www.anthem.com/ca).
3. Select **Care** and then select **Video Visit**.

Or, visit [anthem.com/ca](https://www.anthem.com/ca).

1. Register (if you haven't yet) and log in.
2. Once you register, your username and password are the same for [anthem.com/ca](https://www.anthem.com/ca) and our Sydney Health app.
3. Select **Care** and then select **Virtual Video Visit with a provider**.

Call us at the Member Services phone number on your ID card with questions.

What people say about virtual care visits⁶

92% were able to book a virtual visit sooner than an in-person visit

89% said the doctor they saw was professional and helpful

92% thought the doctor understood their concerns

¹ Appointments subject to availability.

² The doctor will determine what medications should be prescribed or refilled.

³ Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please text, chat, or call 988 (Suicide and Crisis Lifeline), or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. Emergency services are not provided through virtual care on the Sydney Health app or [anthem.com/ca](https://www.anthem.com/ca).

⁴ Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed through virtual care on the Sydney Health app or [anthem.com/ca](https://www.anthem.com/ca).

⁵ Check your Summary of Benefits for details or call us at the Member Services phone number on your ID card with questions.

⁶ Based on Sydney Health utilization trends from top national clients.

Virtual primary care medical services are provided by (1) Knowledge Health Medical Services and Preventive Medical Associates P.C., offered through an arrangement with K Health Inc., the K Health Affiliates, and the K Health Subsidiaries, and (2) LiveHealth Online, offered through an arrangement with Amwell Medical Group.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

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.

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