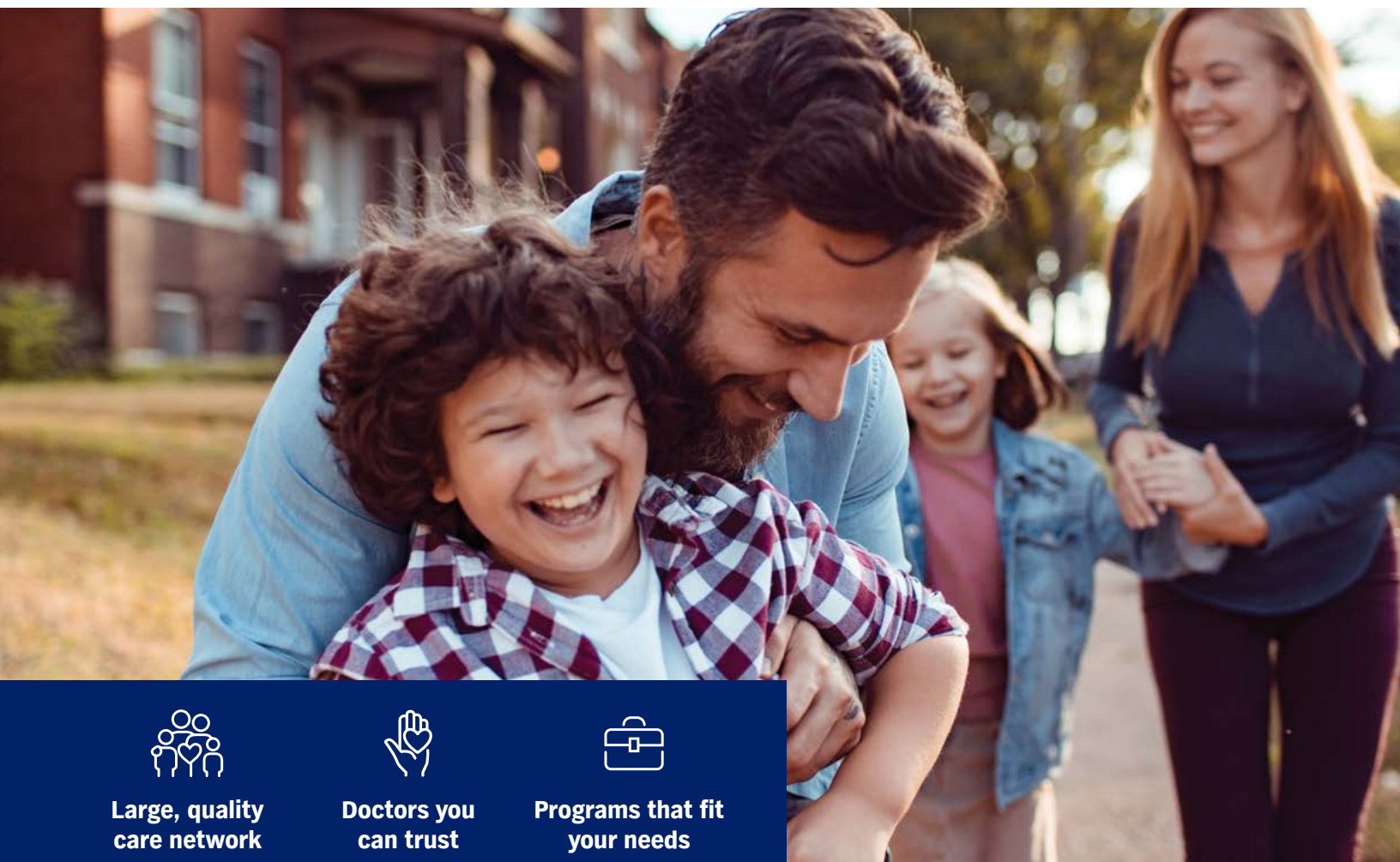


It's about your health



Large, quality
care network



Doctors you
can trust



Programs that fit
your needs

Your health is personal, and so is your health plan. Anthem offers you personalized resources, tools, and services to meet your needs. You have access to online resources, personal attention from registered nurses, and our health and wellness programs to help you make choices with confidence. Because when it comes to better health — **it's about what's important to you.**



Access

a large, quality care network



You'll have access to one of the largest networks of doctors and hospitals in the country.¹ Many local doctors and hospitals have agreed to a discounted rate with us, so when you visit them, the savings will be passed on to you. Lower costs and greater access to care is just one way we make healthcare better for you.



Preventive care is covered at 100% when you visit a doctor in your health plan's network. Physical exams, routine screenings, and immunizations are all covered by your plan. Speak to your doctor to find out what types of preventive care are right for you or your family.



Download the SydneySM Health app to access your benefits. You can also use the app to review your benefits, find a doctor, and compare costs between healthcare professionals — before you make an appointment.

Scan with your smartphone camera to download the **Sydney Health app**.



Find

a doctor who's right for you

Nationwide, more than 1.7 million doctors and hospitals contract with Anthem.¹ So you'll be able to find doctors, hospitals, labs, and other health professionals that are part of the plan, both locally and nationwide.

Follow these steps to see if your favorite doctor is in the Anthem plan, or find new options:

1. Go to [anthem.com/find-care](https://www.anthem.com/find-care), or use the **Sydney Health app**. Log in with your username and password or the member number on your ID card.
2. Choose **Search for a Doctor in Your Plan**. On the **Sydney Health app**, select **More**, and then **Find Care**.
3. You can type in your search criteria, including the type of doctor, doctor's name, and even your preferred location and distance.

Choosing a primary care doctor

- **Your doctor is focused on you.** Knowing your health history and habits lets your doctor address changes in your health and recommend actions to help avoid potential issues later.
- **You have a starting point.** Your doctor can guide you when you're not sure who to see, if you have questions about prescriptions, and if you're worried about what a specialist has suggested.
- **You receive care coordination.** Your doctor can help organize your care or treatments. That could mean making sure tests aren't repeated, your medicines work well together, or your other doctors are on the same page with your health needs.
- **You can save time and money.** Your doctor helps you stay healthy and can help you take care of ongoing health issues. This can mean lower healthcare costs, fewer sick days, and better access to specialized care when you need it.

Need help finding a doctor?

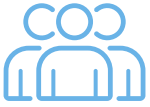
Our specially trained Member Services agents can provide guidance, help you find a doctor, and connect you to programs and resources.



Download the **Sydney Health app**
and access live chat



Call Anthem Health Guide Member
Services at **833-401-1573**



Total Health, Total You:

Care tailored for your needs

The personal touch you deserve

Your Anthem plan includes Total Health, Total You — personalized health support and resources to help improve your health and well-being at no extra cost. You can connect to these resources through an Anthem Health Guide or all in one place on the Sydney Health app. You also have access to a team of health professionals, such as nurses, social workers, dietitians, respiratory therapists, pharmacists, exercise physiologists, and health coaches.

You can count on Total Health, Total You for extra guidance, support, and resources to put you at ease.

Anthem Health Guide member services

Ready when you are

Whether you need to talk to a real person during normal office hours, or want to have a question answered through email or webchat, Anthem Health Guide member services can:

- Answer questions about claims or billing.
- Help you make the most of your plan's benefits.
- Connect you with covered programs and support.
- Remind you about exams, tests, or preventive screening appointments.
- Compare costs on healthcare services and find doctors in your plan's network.
- Schedule missed appointments, checkups, and regular exams.
- Find the right doctors for you and your family.

Sydney Health

Your personal mobile health app

The **Sydney Health app** works like a personal health assistant to help keep you connected to the right benefits, programs, and information, 24/7. With the **Sydney Health app**, you can find support through your mobile device to:

- See how your health plan works and what's covered.
- Keep track of your deductible and claims, so you can see where you've spent your healthcare dollars.
- Search for doctors and other healthcare professionals in your plan's network and compare costs.
- Access your health and wellness programs all in one place.
- Find 24/7 support and answers to your questions.



Scan with your smartphone camera to download the Sydney Health app.



All the extras for a healthier you



You can access your programs through your Sydney Health app.



Our health and wellness programs can help you be your best. If you're not sure how to choose a program, contact Anthem Health Guide Member Services for help. We are with you every step of the way.

Case Management

When you have a hospital stay or long-term health problem, our nurse care managers can help ensure you receive the best care possible. They can educate you regarding your treatment options, review your health plan to help you save money, and connect you to local resources. They may also coordinate with your doctors to make sure everyone is working toward the same goal.

ConditionCare

If you are living with asthma, diabetes, heart disease, or other conditions, ConditionCare nurse coaches help you coordinate your healthcare and follow your doctor's care plan. You can also work with dietitians, health educators, and pharmacists.

24/7 NurseLine

Registered nurses can answer questions and help you decide where to go for care if your doctor isn't available. They can also connect you to our health and wellness programs available to you. Call **800-700-9184**.

Autism Spectrum Disorder (ASD)

Includes clinical review of Applied Behavior Analysis. This means a highly trained team of licensed clinicians, who specialize in helping families touched by ASD, work to make sure your child gets the right care from the right professional at the right time. Call **844-269-0538**.

Building Healthy Families

Offers personalized, digital support through the **Sydney Health app** or on **anthem.com**.

Digital tools and resources for pregnancy and beyond

- Track your ovulation.
- Monitor prenatal health risks.
- Receive updates on your pregnancy progress.
- Log feedings, diaper changes, vaccinations, and developmental milestones.

Health and wellness expertise for your family and pregnancy

- Talk to a health coach via chat or phone during pregnancy.
- Explore a library with articles and videos.
- Connect with a maternity nurse and access lactation support.

MyHealth Advantage

Helps you make the most of your health plan with personalized reminders about routine screenings, test, and programs, and suggestions for how you can improve your health and avoid serious health issues. They can also help find you ways to save money on health-related expenses.



All the extras for a healthier you

24/7 Behavioral Health Resource Center

Extra support for anxiety, depression, eating disorders, or substance abuse can make a big difference. The coordinators at our Behavioral Health Resource Center help find the best providers and resources for your mental and behavioral health needs. Call **844-451-1580** any day, any time or chat with us live on the **Sydney Health app** or **anthem.com**.

Virtual visits with a doctor

Provides secure text chats and private video visits with behavioral health professionals from the comfort of home. Using your tablet, smartphone, or computer, simply:

1. Open your **Sydney Health app** or go to **anthem.com**.
2. Under the *Find Care* tab, choose *Virtual visit with a doctor*
3. Fill in the information requested to find the right doctor for you. This service is available 24/7.

Substance use disorder support

Our substance use disorder services can guide you to appropriate care. Call **844-451-1580** to take the first step.



Knowledge Hub

Provides quick access to behavioral health education, resources, and webinars on mental health topics. Visit **anthemknowledge.com** to explore the website.

Emotional Well-being Resources digital tools

The online programs and personalized coaching help you work through thoughts and behaviors that affect your emotional well-being. You'll learn ways to manage stress, anxiety, depression, and sleep issues — at no extra cost to you.

1. Log into **anthem.com** or the **Sydney Health app**
2. Choose *My Health Dashboard*.
3. Click on *Programs*.
4. Select *Emotional Well-being Resources*.

We're here to help you be well.



Call Anthem Health Guide Member Services
833-401-1573



Live chat through the
Sydney Health app

1 Blue Cross Blue Shield Association: *About us* (accessed October 2022): [bcbs.com/about-us/the-blue-cross-blue-shield-system](https://www.bcbs.com/about-us/the-blue-cross-blue-shield-system).

Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 800-273-8255 (National Suicide Prevention Lifeline) or 911 and ask for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare professional in your plan's network. If you receive care from a doctor or healthcare professional 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.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross. In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare professional in your plan's network. If you receive care from a doctor or healthcare professional 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 Carlon Digital Platforms, a separate company offering application services on behalf of your health plan ©2020-2022.

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