

Virtual primary care doctors can **diagnose and manage more than 95% of the health conditions** a traditional primary care doctor can.

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Anthem

Virtual care opportunities

Drive down costs, close gaps in care

As care delivery changes, opportunities arise to reduce you and your employees' healthcare costs. Our Sydney℠ Health app is cutting-edge technology that expands access to virtual primary care at low or no-additional cost.

The virtual care options available today are game changers. They make it easier for your employees to focus on their overall health — not just urgent care needs.

When your employees download our Sydney Health app on their smartphone, they can receive:

- Comprehensive primary care, coordinated by a care team.
- Preventive care through wellness visits and lab screenings.
- Urgent or sick care, 24/7.
- A personalized care plan and follow-ups.
- Unlimited access to care for common health concerns, as well as prescription refills and referrals.*

Giving your employees convenient and affordable access to healthcare and resources can help them feel more confident about their health and protected in their time of need.



How to download our Sydney Health app:

sydney

Download on the App Store

GET IT ON Google Play

1. Scan the QR code using the camera on your smartphone.
2. Make sure the QR code is inside the box on your screen.
3. Tap the pop-up notification that appears.



Virtual care options for your employees

Check Symptoms, Chat with a Doctor, Check-ups and Ongoing Care through Sydney Health

Use for:

Primary care

- Wellness visit and other preventive care
- Chronic condition management (diabetes, asthma, etc.)

Urgent care for common health concerns

- Bladder issues
- Chickenpox
- Cold and flu
- Ear infections
- Pink eye
- Minor cuts
- Seasonal allergies
- Sinus infections
- Skin conditions
- Sore throat
- Sprains
- Stomach ailments

Prescriptions

Referrals for specialized care

How to access:

For primary care, preventive care, virtual annual wellness visits, and chronic condition management, set up an appointment through our Sydney Health app. From the homepage, select **Check-ups and Ongoing Care**.

Hours for primary and preventive care:
Monday through Friday, 9 a.m. to 9 p.m. ET
Saturday and Sunday, 9 a.m. to 5 p.m. ET

For urgent or sick care, select **Chat with a Doctor 24/7** or **Check Symptoms**.

Hours for urgent or sick care: 24/7

LiveHealth Online through Sydney Health

Use for:

Mental health

- Anxiety
- Depression

Specialty care

- Dermatology
- Allergies
- Sleep

Urgent care for common health concerns

- Bladder issues
- Chickenpox
- Cold and flu
- Ear infections
- Pink eye
- Minor cuts
- Seasonal allergies
- Sinus infections
- Skin conditions
- Sore or strep throat
- Sprains
- Stomach ailments

How to access:

For mental health and specialty care, set up an appointment through our Sydney Health app. From the homepage, select **Care**, then **Video Visit**.

Hours for mental health:
Monday through Friday, 9 a.m. to 9 p.m. ET

For urgent care, begin a session **at any time** through our Sydney Health app. From the homepage, select **Care**, then **Video Visit**.

Hours for urgent care: 24/7

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

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan ©2020-2022. The Virtual Primary Care experience is offered through an arrangement with Hydrogen Health.

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

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

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.

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