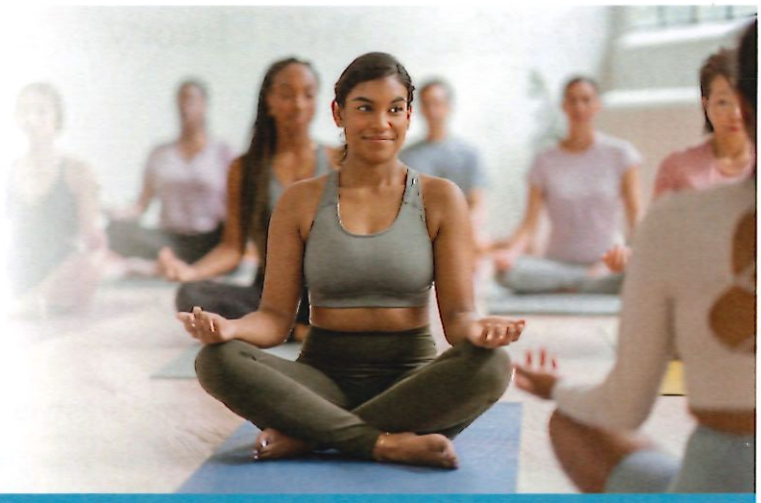
SISC
Self-Insured Schools of California
Schools Helping Schools

Take advantage of no cost benefits to help you get and stay healthy



BENEFIT HIGHLIGHTS	AVAILABILITY AND HOW TO GET STARTED
24/7 Help with Personal Concerns *SISC Employee Assistance Program (EAP)* Access free, confidential resources for help with emotional, marital, financial, addiction, legal, or stress issues.	Free to all SISC members Call 800-999-7222 Visit anthemeap.com/sisc
24/7 Virtual Primary Care Doctor *Centivo Care* Skip the waiting room and get quick answers with primary care in your pocket. Use the Centivo app for same-day appointments, prescriptions, and follow-up care through secure video or live chat.	Visit centivocare.com/sisc/ Scan the QR code to download the free Centivo Care app Apple store Android store
24/7 Physician Access – Anytime, Anywhere *MDLive* Access 24/7 virtual urgent care and appointment-based mental health services, including therapy and psychiatry for members ages 10 and older. Prescriptions may be provided when appropriate.	Free to Anthem and Blue Shield members Call 888-632-2738 Visit mdlive.com/sisc
Expert Medical Opinions *Teladoc Medical Experts* Get answers to any medical question and a second opinion from world-leading experts. Specialists can review your diagnosis and treatment plan to help you make informed decisions.	Free to Anthem, Blue Shield, and Kaiser Permanente members Call 800-835-2362 Visit teladochealth.com/SISC
Free Generic Medications *Costco* Get most generic prescriptions at no cost through Costco retail or mail-order pharmacies—no Costco membership required. Enjoy free home delivery from your local Costco via Instacart, with a text sent once your prescription is ready. Easy, convenient, and hassle-free.	Free to Anthem and Blue Shield members Call 800-774-2678 (press 1) Visit Costco.com/pharmacy *A deductible may apply for HSA members.*
24/7 Access to Virtual Maternity and Postpartum Support *Maven* Connect with specialists and a care advocate from pregnancy to postpartum, and enjoy a free 6-month diaper subscription when you enroll before your third trimester.	Free to Anthem and Blue Shield PPO members Visit mavenclinic.com/join/sisc

Members on HSA & MEC are eligible. Per IRS guidelines, in person services are subject to deductible for HSA members.

CONTINUES

BENEFIT HIGHLIGHTS	AVAILABILITY AND HOW TO GET STARTED
Virtual Menopause Care *Midi Health* Expert menopause care from home. Get personalized treatment plans, prescriptions when appropriate, and lifestyle support through virtual visits. A deductible may apply for HSA members.	Free to Anthem and Blue Shield members Standard cost-share applies Visit joinmidi.com/sisc
Physical Therapy for Back or Joint Pain *Hinge Health* Conquer pain and restore mobility with personalized exercises and one-on-one guidance from a physical therapist. Plus, access to orthopedic specialists for extra support.	Free to Anthem and Blue Shield PPO members Call 855-902-2777 Visit hingehealth.com/sisc
Hip, knee, and spine surgical benefit *Carrum Health* Consult top-quality surgeons on hip and knee replacements and certain spine surgeries. Benefits cover all related travel and medical bills. A deductible may apply for HSA members.	Free to Anthem and Blue Shield PPO members Call 888-855-7806 Visit info.carrumhealth.com/sisc/
Enhanced Cancer Benefit *Lantern Cancer Care* Get help from a personal oncology nurse who can partner with you on every step of your cancer journey, including a review of your initial diagnosis and development of a care plans.	Visit lanterncare.com
Autoimmune Support *WellTheory* Take control of your autoimmune health. Work with expert coaches to fill gaps left by medications and ease chronic symptoms like pain, fatigue, and digestive issues.	Visit welltheory.com/partner/sisc
Personal Health Coaching and Therapy *Vida Health* Personalized support for your health. The Vida app offers one-on-one health coaching, therapy, chronic condition management, and easy-to-use health tracking tools.	Free to Anthem and Blue Shield members Call 855-442-5885 Visit vida.com/sisc

Members on HSA & MEC are eligible. Per IRS guidelines, in person services are subject to deductible for HSA members.

SISC
Self-Insured Schools of California
Schools Helping Schools

A joint powers authority administered by the Kern County Superintendent of Schools Office, John G. Mendoburu, Ed.D., Superintendent

STABILITY | EXPERTISE | INNOVATION



edenhealth + SISC

Need a Primary Care Doctor?

Just ask Eden. You'll get connected to an entire health Care Team.

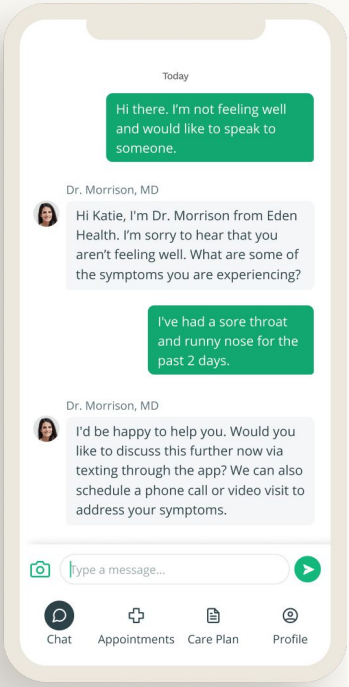
As part of your SISC PPO Medical Benefits, you have 24/7 access to a Care Team who works together to offer you primary care, mental health support, and answers to follow-up care questions through one app. The answer to most of your health questions is now simple: “Just Ask Eden."

WE’RE HERE, 24/7/365

Diagnoses and Treatments

Prescription Refills

Scheduled video visits or live chat with a primary care physician



Answers to follow up care questions

Specialist Referrals

Mental Health Support

IT’S NEVER BEEN EASIER TO STAY ON TOP OF YOUR HEALTH:

Confidential and never shared with your employer	Available at no cost to SISC Anthem and Blue Shield PPO members*	Access for dependents over 18

Scan the QR code to download the Eden Health app, and register for your free Eden Health membership.

*SISC Members enrolled on an HSA plan are not eligible for this benefit.

MDLIVE

SISC
Self-Insured Schools of California
Schools Helping Schools

Need a doctor? No long wait. $10 copay. Always open.



With MDLIVE, you can visit with a doctor 24/7 from your home, office or on-the-go.

Welcome to MDLIVE! Your anytime, anywhere doctor's office.

Visit a doctor by phone, secure video, or MDLIVE App. Pediatricians are available 24/7, and family members are also eligible. Behavioral health and psychiatric visits are available from the convenience of your own home.

Per IRS guidelines, HSA members are responsible for the full cost of the visit until their deductible is met.

U.S. board-certified doctors with an average of 15 years of experience.

Consultations are convenient, private and secure.

Prescriptions can be sent to your nearest pharmacy, if medically necessary.

Your COPAY is $10

Your copay is $10 for all visits

HSA Members must meet annual plan deductible before acessing $10 visits.

We treat over 50 routine medical conditions including:

- Acne
- Allergies
- Cold / Flu
- Constipation
- Cough
- Diarrhea
- Ear Problems
- Fever
- Headache
- Insect Bites
- Nausea / Vomiting
- Pink Eye
- Rash
- Respiratory Problems
- Sore Throats
- Urinary Problems / UTI
- Vaginitis
- And More

Download the app.
Join for free. Visit a doctor.

MDLIVE.com/sisc
1-800-657-6169

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Sign up and start the program today!

SISC | Hinge Health

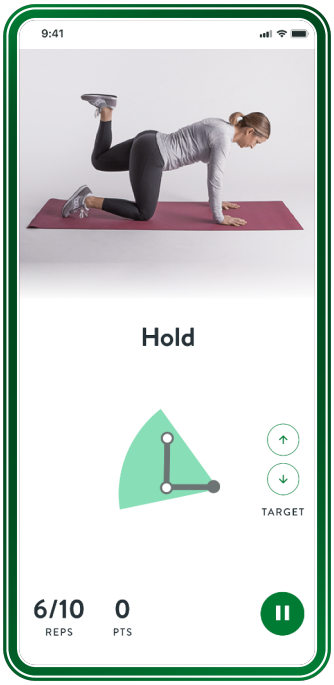
Conquer back and joint pain without drugs or surgery

We provide all the tools you need to get moving again from the comfort of your home. You'll get exercise therapy tailored to your needs, technology for instant feedback in the app, personal coach and physical therapist. Best of all, **it's free** — 100% covered by SISC for you and eligible family members.

Sign up today for help with any of the following:

- **Conquer pain or limited movement**
- **Recover from a past injury**
- **Reduce stiffness in achy joints**

Join for your **back, knee, hip, neck, or shoulder**. On average, participants cut their pain as much as 68%*!



Scan the QR code to learn more or apply at
hinge.health/sisc
or call (855) 902-2777

¿Tiene dolor o una lesión?
Envíe un correo electrónico a hola@hingehealth.com o marque el número siguiente para obtener más información sobre las soluciones de Hinge Health.

Eligibility: Available for free to employees, dependents 18+, and pre-65 retirees enrolled in an Anthem PPO or Blue Shield PPO medical plan with SISC as their primary insurance. HSA plan members are not eligible.

*Participants with chronic knee and back pain after 12 weeks. Bailey, et al. Digital Care for Chronic Musculoskeletal Pain: 10,000 Participant Longitudinal Cohort Study. JMIR. (2020).

vida | SISC Self-Insured Schools of California

A personal health coach or therapist to help you get healthier



1
Download the Vida Health app

2
Choose SISC as your organization

3
Choose your coach or therapist and schedule your first session

4
Develop new healthy habits and reach your goals

Vida Health – your free health benefit through SISC – will match you with a health coach or therapist who will help you manage diabetes, lose weight, feel less stressed, and make lifestyle changes that lead to a happier, healthier life.

Vida will help you get healthier. That's why SISC will cover the cost for you.

With Vida, you'll get a virtual coach or therapist to help you with things like:

- Losing weight
- Managing and preventing diabetes
- Lowering blood pressure or cholesterol
- Getting more exercise
- Reducing stress
- Feeling better and healthier overall

Explore your new benefit now

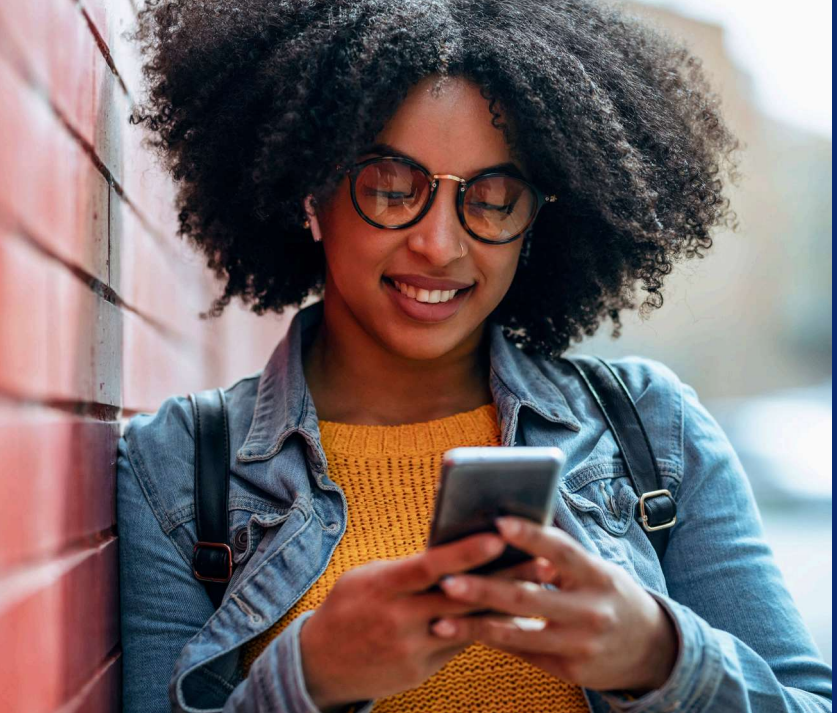
Visit vida.com/SISC to learn more about Vida. For help signing up, email support@vida.com.



Meet Karen

Because of Vida, I've lowered my blood sugar and my cholesterol. More importantly, I feel better. I have less pain, more energy, and a better relationship with food. I found exercise that I love and made changes that I know will last. Vida has changed my life for the better, perhaps even saved my life.

Anthem and Blue Shield PPO and HMO members over the age of 18 (Excluding 65+ Plans) are eligible for Vida Health. HSA members are not eligible for this program.



Anthem

The Sydney Health mobile app makes healthcare easier

Access personalized health and wellness information wherever you are

Use Sydney℠ Health to keep track of your health and benefits — all in one place. With a few taps, you can quickly access your plan details, Member Services, virtual care, and wellness resources. Sydney Health stays one step ahead — moving your health forward by building a world of wellness around you.

Find Care

Search for doctors, hospitals, and other healthcare professionals in your plan's network and compare costs. You can filter providers by what is most important to you, such as gender, languages spoken, or location. You'll be matched with the best results based on your personal needs.

My Health Dashboard

Use My Health Dashboard to find news on health topics that interest you, health and wellness tips, and personalized action plans that can help you reach your goals. It also offers a customized experience just for you, such as syncing your fitness tracker and scanning and tracking your meals.

Chat

If you have questions about your benefits or need information, Sydney Health can help you quickly find what you're looking for and connect you to an Anthem representative.

Virtual Care

Connect directly to care from the convenience of home. Assess your symptoms quickly using the Symptom Checker or talk to a doctor via chat or video session.

Community Resources

This resource center helps you connect with organizations offering no-cost and reduced-cost programs to help with challenges such as food, transportation, and child care.

My Health Records

See a full picture of your family's health in one secure place. Use a single profile to view, download, and share information such as health histories and electronic medical records directly from your smartphone or computer.

Download the Sydney Health app today

Use the app anytime to:

- Find care and compare costs.
- See what's covered and check claims.
- View and use digital ID cards.
- Check your plan progress.
- Fill prescriptions.

Scan the QR code to download the Sydney Health app.

You can also set up an account at anthem.com/ca/register to access most of the same features from your computer.

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 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. Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company are independent licensees of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

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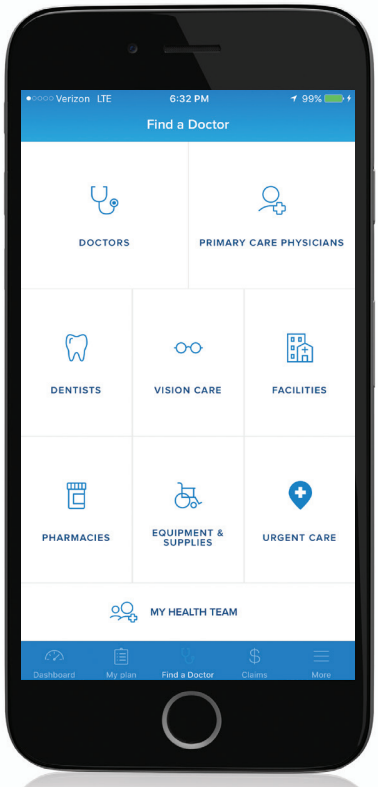
Manage your health care anytime, anywhere from your phone, tablet, or computer

Get 24/7 access to your Blue Shield health plan information through our mobile app and website.



Download on the App Store

GET IT ON Google play

It's easy to get started:

From your phone, download the Blue Shield of California mobile app on the App Store℠ or Google Play™ and click register.

or

From your computer, register for your online account at blueshieldca.com/godigital.

Once you register, you'll be able to:

- Find a doctor or urgent care center near you
- View or print your Blue Shield member ID card
- Check your deductible and copayment/ coinsurance year-to-date totals
- View your claims
- Review your benefits information
- See your wellness benefits

Blue Shield of California is an independent member of the Blue Shield Association A47784_0722

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Google Play and the Google Play logo are trademarks of Google LLC.
Blue Shield and the Shield symbol are registered trademarks of the BlueCross BlueShield Association, an association of independent Blue Cross and Blue Shield plans.

Get more out of your mobile

1. Register on **kp.org** to get secure access to My Health Manager – your one-stop resource for managing your care online.

2. Download the Kaiser Permanente app to access all the convenient features of My Health Manager on your smartphone. Download the app from the App Store℠ or Google Play® at no cost.*

3. Open the app on your smartphone and log in using your **kp.org** registration credentials. Using the app, here's what you can do right from your smartphone:

   - Email your doctor's office.
   - View most lab test results.
   - Refill most prescriptions.
   - Schedule or cancel routine appointments.
   - **New:** Access a digital version of your membership card.

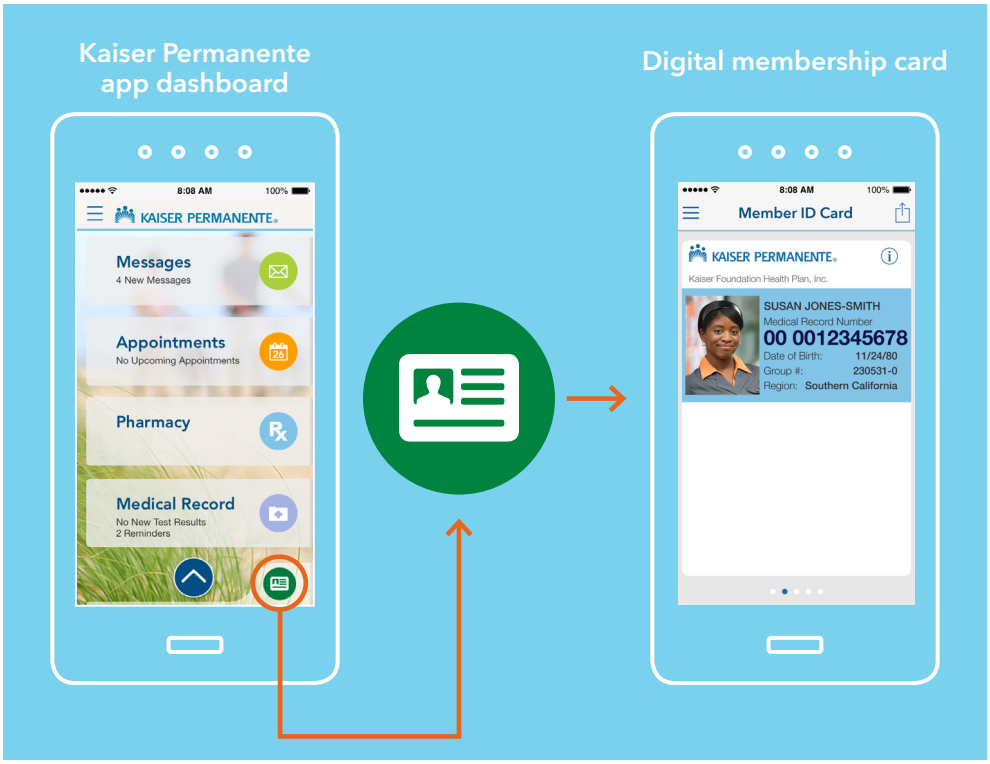
NEW!

Digital membership card

Access your membership information anytime, anywhere with an electronic version of your membership card. The integrated photo serves as valid ID.

- Check in for appointments.
- Pick up prescriptions.
- Access your family's membership information.

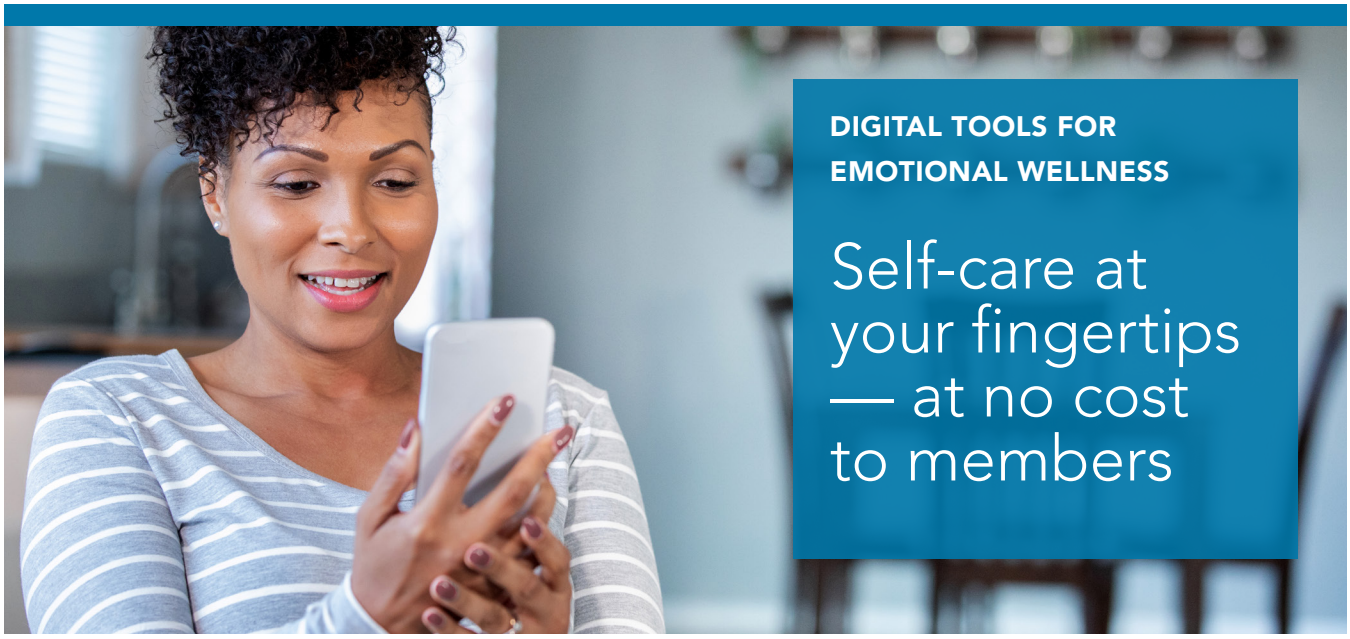
To use your digital membership card, tap the card icon at the bottom of the Kaiser Permanente app dashboard.



Note: Many of these features are available only to members receiving care at Kaiser Permanente medical facilities. As of April 2016 the digital membership card is not available to members in certain plans including Medicare, PPO, and out-of-area.

*App Store is a service mark of Apple, Inc. Google Play is a trademark of Google, Inc.

KAISER PERMANENTE®



DIGITAL TOOLS FOR EMOTIONAL WELLNESS

Self-care at your fingertips — at no cost to members

Everyone needs support for total health — mind, body, and spirit. Digital tools can help you navigate life's challenges, make small changes that improve sleep, mood, and more, or simply support an overall sense of well-being.

- Thoroughly evaluated by Kaiser Permanente clinicians
- Easy to use and proven effective
- Safe and confidential

Explore activities and techniques that can benefit anyone — either as self-guided self-care or complements to clinical support. They're not intended to replace treatment or advice, but they can help you build resilience, set goals, and take meaningful steps toward becoming a healthier, happier you.

Just three steps to a healthier you

1. From a desktop computer, go to kp.org/selfcareapps/scal to access **myStrength** for the first time.

2. Click on the **Get Started** button and sign in to kp.org with your user ID and password.

3. Follow the prompts to complete registration and begin using **myStrength**.

myStrength® helps with:

Depression | Anxiety | Sleep | Stress | Substance use | Chronic pain

myStrength® is a personalized program that includes interactive activities, in-the-moment coping tools, inspirational resources, and community support. You can track preferences and goals, current emotional states, and ongoing life events to improve your awareness and change behaviors.

myStrength® is a wholly owned subsidiary of Livongo Health, Inc.

KAISER PERMANENTE®

Virtual care designed for you and your family

SISC is providing PPO members and their partners with free access to Maven for maternity and postpartum virtual care and support. Use Maven for 24/7 access to doctors, specialists and coaches and trustworthy content tailored to your experience.

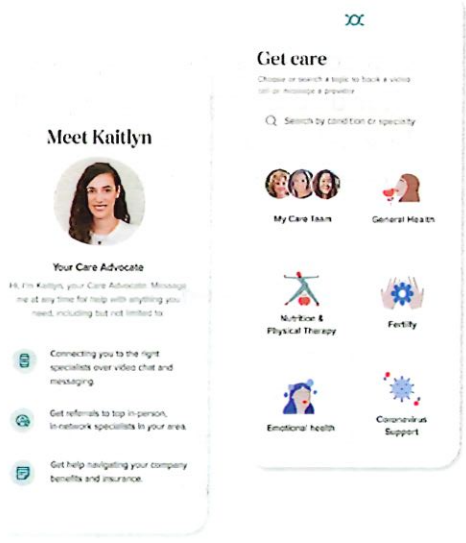


Personalized support for every step of your journey:

- Pregnancy
- Postpartum
- Pediatricians
- Infant sleep coaching
- Lactation support
- Return-to-work coaching
- Miscarriage & loss
- Birth planning
- Mental health
- Partner support

Your membership includes:

- A personal Care Advocate who serves as a trusted guide to help you navigate the Maven platform and connect you with providers throughout your journey
- Unlimited video chat and messaging with doctors, nurses, and coaches across 35+ specialties, including OB-GYNs, midwives, high-risk obstetricians, nutritionists, lactation consultants, and career coaches
- Provider-led virtual classes and vetted articles—tailored to your journey



Free diaper subscription from SISC if you enroll before the end of your second trimester and complete the Maven Maternity program!

Activate your free membership by scanning the QR code, downloading the Maven Clinic app, or visiting **mavenclinic.com/join/SISC**.

Enrollment in Maven is confidential.

MAVEN | SISC Self Insured Schools of California *Schools Helping Schools*

SISC
Self-Insured Schools of California
Schools Helping Schools

Get Free Generic Medications at Costco and Through Mail Order

This program is available to SISC members on participating drug plans.

To locate a Costco near you, call Costco at 1 (800) 774-2678 and press 1.



1. Take your prescription for a generic medication to a Costco Pharmacy. This includes 90-day prescriptions and supplies.

   You can also use your 90-day prescription to start Mail Order service.

   You are eligible for Costco Mail Order when:

   - You have filled your 30-day prescription a minimum of three times.
   - Your prescription, including dosage, has not changed in 90 days. This ensures the drug and dosage is a good fit for a longer-day supply.

2. Present the pharmacist with your insurance card.

3. Get your generic medication with a $0 co-payment. (excluding some narcotic pain medications and some cough medications).

You do not have to be a Costco member to use their pharmacy. Just tell the associate at the front door you are going to their pharmacy.

Available to SISC PPO and HMO Members. Not available to Kaiser Members.

Costco Mail Order

NAVITUS | COSTCO WHOLESALE

Experience the Benefits of Costco Prescription Mail Order Service



An easy and cost-effective way to get your drugs delivered to your doorstep.

With Costco's mail order service, you can get up to a 90-day supply of your maintenance drugs. Plus, you may save money too.

What are the benefits?

- **You don't need to have a membership to use Costco Pharmacy**
- **24/7 access to refills and updates**
- **Quick turnaround time:** Costco ships within five business days after they get the prescription.
- **Same copay:** Pay the same price for a 90-day fill through Costco mail order or at your local Costco warehouse
- **Convenient Delivery:** Prescriptions are mailed directly to your preferred location

Your health is important. Taking preventive medications as directed by your health care provider can protect you from serious illness and high healthcare costs in the future.

Get Started!

It's easy to begin using Costco Mail Order Pharmacy.

- Scan the QR code or go to pharmacy.costco.com to set up an online account. Once your account is registered, just move your prescriptions to Costco.
- Call Costco Mail Order at 800-607-6861. They can help you set up your prescriptions for mail order.

* This QR code may identify your IP/device information. However, your personal and health information is strictly confidential and will not be captured.
Mail Order: Costco Experience the Benefits of Mail Order Pharmacy Service.

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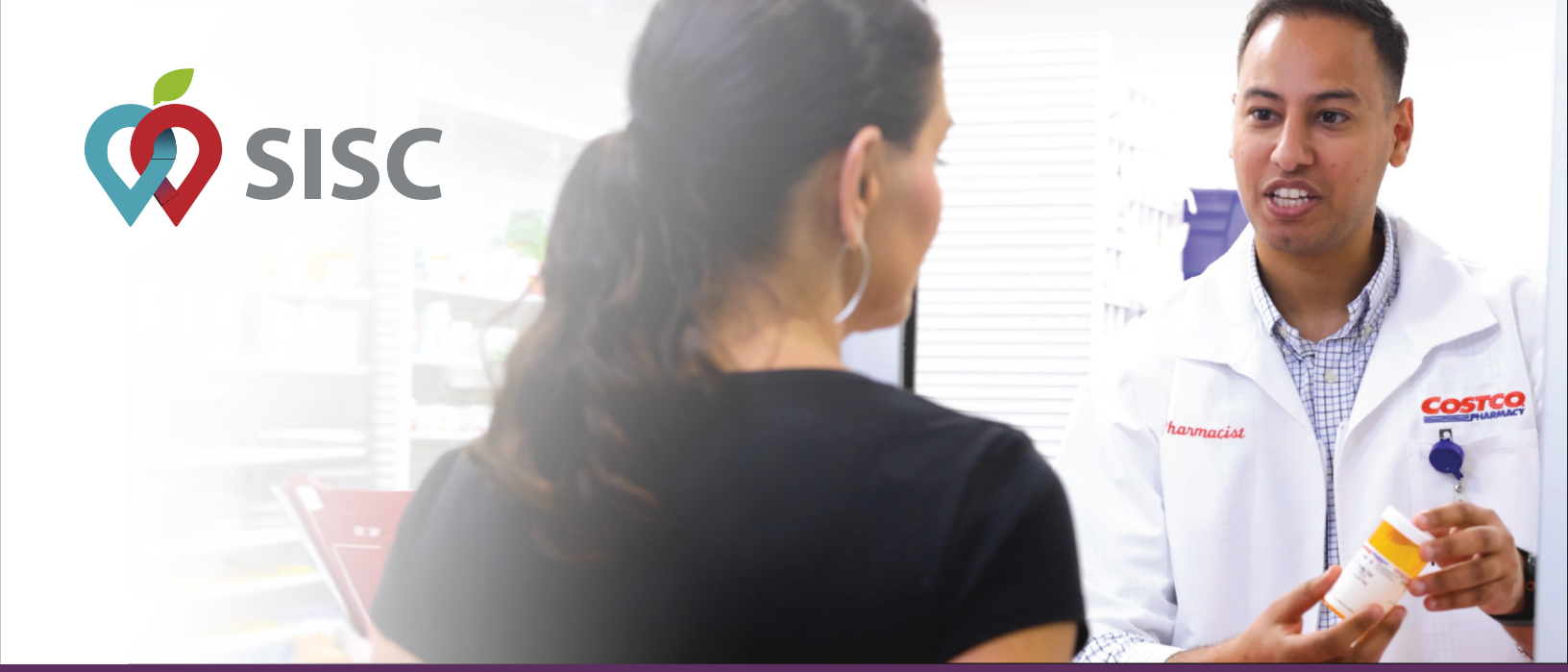
SISC



Exclusive Pharmacy Benefits Are Now Available to SISC PPO & HMO Members*

As a SISC PPO & HMO member, you now have easy access to Costco Pharmacy benefits and savings, including:

Save on most generics with $0 copay.

Enjoy same-day prescription delivery by Instacart at no additional cost.

Get 90-day prescriptions for more savings and convenience.

Easy delivery to your mailbox via UPS at no cost.

Friendly, professional Costco pharmacists

Scan here to move your prescriptions to Costco

rx.costco.com/api/rd/transfer

*Excluding Kaiser members
QR codes may identify your IP/device information. However, your personal and health information is strictly confidential and will not be captured.

COSTCO PHARMACY

SISC Self-Insured Schools of California | WellTheory

Say Hello To *Free*, Personalized Autoimmune Care

Get evidence-based nutrition and lifestyle coaching for your autoimmune condition or undiagnosed symptoms like chronic pain, fatigue, digestive or skin issues, and more.

WellTheory is free for eligible SISC members and dependents over age 18 enrolled in a SISC PPO health plan.

Let's Get To The Root Of Your Symptoms, Together



Dedicated, Personalized Care

Work 1:1 with an autoimmune expert to uncover the root cause of your symptoms and create a personalized Care Plan.



Evidence-Based, Holistic Approach

Reduce your symptoms naturally through simple habits around diet, sleep, stress management, movement, and connection.



Education & Community

Join a supportive autoimmune community and gain access to educational resources for your condition.



Advanced Testing

Dig deeper into your symptoms with specialty labs evaluating gut health, hormone imbalances, food sensitivities, and more.

Ready to start healing?

Scan the QR code or visit **welltheory.com/sisc/explore** to get a Care Plan that's tailored to your specific needs.

Employee Assistance Program overview

Everybody needs a helping hand sometimes. That's where your Employee Assistance Program (EAP) comes in. You'll find tools and resources to help you and your household members with everyday issues, big and small. It's available to you 24/7 at no extra cost, and everything you share is confidential.[1] Explore all the support your EAP has to offer.



Counseling

- Access up to 6 visits with a counselor per person, per issue each year[2]
- Choose from in-person or virtual counseling sessions, including text and chat options

Legal resources

- Book a 30-minute phone or in-person consultation with a lawyer for help with legal issues[3]
- Pay a discounted rate if you need continued legal services
- Explore online forms, resources, and seminars to help navigate legal concerns

Financial planning

- Access unlimited phone consultations with a financial professional for help with issues such as retirement, home buying, and debt
- Take charge of your finances with helpful financial tools and calculators

Anthem

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Schools Helping Schools

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Identify theft support

- Receive guidance if you're the victim of fraud or identity theft, including help reporting to credit agencies, filling out paperwork, and negotiating with creditors

Work-life resources

- Find guidance on navigating your career, parenting, healthy communication, and balancing work and personal life
- Get help finding high-quality pet, child, and elder care

Online wellness resources

- Access podcasts, articles, videos, and webinars on dozens of topics to help you manage your emotional, mental, and physical well-being

Crisis support

- Call the 24/7 hotline or get online support with planning, coping, and recovery if you're impacted by a tragedy

Emotional Well-being Resources

- Connect to one-on-one coaching and digital self-help tools

Your EAP is here for you

Call us at **800-999-7222**, or go to **www.anthemeap.com/sisc.**

1 In accordance with federal and state law, and professional ethical standards.
2 Appointments are subject to the availability of a therapist.
3 Excludes business, benefits, or employment issues. The free half-hour consultations apply per legal issue, per year. You are eligible for a new consultation for each new issue yearly. If you have Anthem health coverage, your cost for a visit may be similar to what you would pay for an office therapy visit, depending on your benefits, copay, or percentage of the cost. If you're not covered by an Anthem plan, you'll be responsible for paying the full cost for a visit.

This document is for general informational purposes. Check with your employer for specific information on the services available to you. EAP products are offered by Anthem Life Insurance Company. In New York, Anthem EAP products are offered by Anthem Life & Disability Insurance Company. In California, Anthem EAP products are offered by Blue Cross of California using the trade name Anthem Blue Cross. ANTHEM is a registered trademark. Use of the Anthem EAP website constitutes your agreement with our Terms of Use.

Online counseling is not appropriate for all kinds of issues. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 988 to reach the 24/7 confidential 988 Suicide & Crisis Lifeline or go to 988lifeline.org. If your issue is an emergency, call 911 or go to your nearest emergency room.

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.

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company are independent licensees of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.