

2 Sign up for LiveHealth Online

You can have a virtual visit with a board-certified doctor in minutes using a smartphone, tablet, or computer with a camera. You can also schedule a virtual visit with a licensed therapist.

Go to livehealthonline.com or download the app and register on your phone or tablet.

3 Find personalized support with an Anthem Health Guide

Our team of Anthem Health Guides includes registered nurses who can help you understand your plan, figure out what to do for a health issue, offer ways to stay healthy, and guide you in making care choices. An Anthem Health Guide can also help you determine if you need preapproval before you receive specific services or procedures.

To reach your Anthem Health Guide, call **844-344-7412**, Monday through Friday, 5 a.m. to 8 p.m. PT. You can also send a secure message using Sydney Health or by visiting anthem.com/ca.

4 Share your ID card with your care team using Sydney Health

It's important to check that your claims are covered correctly. Use the Sydney Health app to show your current member ID card to doctors, hospitals, and other healthcare professionals at your next visit. You may also print, fax, and email it from your phone.



Anthem Blue Cross
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Woodland Hills, CA 91367

Support for health and well-being comes in many forms

1 Prescription availability is defined by physician judgment.
2 Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online. Psychiatrists on LiveHealth Online will not offer counseling or talk therapy.
3 Appointments subject to availability of a therapist.
4 Message and data rates may apply.
5 Costs are marked according to the member's estimated out-of-pocket costs and average health plan copays. Each plan may have different costs. Nonemergency care outside of your plan's network may cost more out of pocket or may not be covered at all. \$ = lower cost and \$\$\$ = higher cost. Call the Member Services number on your ID card if you have questions about your plan.
6 Healthcare Finance: Patient wait times show notable impact on satisfaction scores. *Wait study shows* (accessed July 2021). healthcarefinancenews.com.
7 The course of action recommended by the Mayo Clinic specialist may not be covered under your benefit plan. Please check benefit coverage of the recommended care with Anthem before beginning care.
LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross. 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 call 800-273-8255 (National Suicide Prevention Lifeline) or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.
Sydney Health is offered through an arrangement with CareMarket, Inc., a separate company offering mobile application services on behalf of Anthem Blue Cross.
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.



Every wellness journey is unique

Discover how Anthem benefits and programs offer personalized support



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You are in good company every step of the way

Staying healthy goes beyond keeping up with doctors' appointments. It includes eating right, staying active, and being proactive with your overall well-being. Your Anthem plan offers online resources, personal attention from registered nurses, and health and wellness programs to help you find and choose the best ways to improve your health and make informed decisions in your health journey. Follow these steps to make the most of your benefits:

1 Download the Sydney Health mobile app and register at anthem.com/ca

As an Anthem member, you have digital tools to simplify your healthcare. The SydneySM Health mobile app gives you one convenient place where you can find the health information that matters to you most and connect to care whenever you need it. Use the app to:

- Find doctors, hospitals, labs, and other healthcare professionals in your plan's network, and estimate costs before appointments.
- View your claims, see what's covered, and understand how Anthem determines your share of the costs for care.
- Have virtual visits with doctors and other healthcare professionals.
- Check your profile information to make sure it's current with your best email address.

Download Sydney Health from the App Store[®] or Google Play[™]. You can also visit anthem.com/ca and sign up for your account. Once logged in, you can view your benefits.



Make time for preventive care

Taking care of your health and well-being includes staying up to date on preventive care screenings, annual exams, and vaccines, and managing chronic conditions. **Preventive care appointments and screenings are covered at 100% when you see a doctor in your plan's network.**



Have a virtual visit anywhere you are

LiveHealth Online lets you have a two-way virtual visit with a board-certified doctor or mental health professional when your own doctor is not available. Using your smartphone, tablet, or computer with a camera, you can take care of your health right from home or even when you travel. With LiveHealth Online, you'll get:

- 24/7 access to doctors who can see you for minor issues.
- Secure, private, and convenient two-way video visits.
- Prescriptions sent directly to your pharmacy, if needed.^{1,2}

If you feel anxious or depressed, or have trouble coping at home or at work, you can talk with a therapist online. In most cases, you can set up a secure visit seven days a week.³ You also can schedule a visit with a psychiatrist for help managing your medications.²

Go to livehealthonline.com or use the Sydney Health mobile app to schedule a virtual visit.

Download Sydney Health

Search for Sydney Health in the App Store[®] or Google Play[™] or text **SydHealth** to **268436**.⁴ You may also scan this QR code to find the app.



Know where to go for care

Knowing your options when it comes to your care helps make sure you make the best decisions for your health needs. If you don't have a life-threatening emergency, you can save time and money by calling **24/7 NurseLine at 800-700-9184** to speak with a registered nurse about your care options. You can also use this chart to determine where to go for care and compare costs and average wait times.^{5,6}

Virtual care	PCP	Retail health clinic	Urgent care center	Emergency room
cost: \$ average wait: 10 min	cost: \$\$ average wait: 18 min	cost: \$\$ average wait: 30 min	cost: \$\$\$ average wait: 30 min	cost: \$\$\$\$ average wait: 90 min
24/7 access to board-certified doctors through the Sydney Health app or LiveHealth Online for flu-like symptoms, sinus pain, infections, and rashes – no appointment necessary	Usually available during normal business hours for nonemergency situations, such as minor cuts, pains, allergies, infections, and flu-like symptoms	Walk-in consultations with a physician assistant or nurse practitioner on minor health situations, such as sore throat, earaches, bumps, cuts, or infections	Facilities staffed for extended hours with specialty doctors who can provide care for more severe health situations, such as sprains, nausea, allergic reactions, and headaches	Stand-alone facilities open 24/7 for all severe, life-threatening emergencies, such as signs of heart attack, stroke, severe burns or bleeding, or difficulty breathing

Extra support for your health and well-being

Reach out to your **Employee Assistance Program (EAP)**. Your EAP is a confidential service available to you and your family to help you manage everyday challenges and lower stress. Services include up to six counseling sessions at no extra cost, in addition to referrals to help with legal and financial issues.

Access your EAP by going to anthemeap.com and entering the code **Dignity Health**. You can also call **800-999-7222** to speak with an EAP representative.



Concierge Cancer Care program

After a cancer diagnosis, it may be difficult to know what the next steps are or find a treatment plan that works best for you. The Concierge Cancer Care program can provide you with the support and resources you need. We'll walk through your options, answer your questions, and check in with you along the way so that you can focus on what matters most — your health and recovery.

- **Expert guidance:** Through our collaboration with the Mayo Clinic, cancer experts will review your records, diagnosis, and treatment plan as part of our Virtual Second Opinion program.⁷ A registered nurse and medical director will also check in with you throughout your journey to make sure you receive the best care possible.
- **Peace of mind:** Know that we're here to partner with you in making your overall recovery as comfortable and affordable as possible during this difficult time.

An Anthem Health Guide will call you if they feel you could benefit from the program, based on your claims history. You can also reach out to us if you want to learn more.



Save on health-related products with SpecialOffers

As an Anthem member, you can save money while taking care of your health. With SpecialOffers, you can receive discounts on products and services that help promote better health and well-being. Discounts are available in these categories:

- Vision, hearing, and dental
- Fitness and health
- Family and home
- Medicine and treatment

To explore your options, log in to anthem.com/ca, choose **Care** and select **Discounts**.

Knowing how to use your plan can help you put your health first, no matter where you are on your health journey. Anthem is here to support you with personalized programs, convenient tools, and access to high-quality care.