

Transforming care delivery through health advocacy

Understanding consumer expectations and industry trends

The healthcare industry is evolving to focus on integrated support centered around collaboration, innovation, and digitization:¹

84%

of consumers want coordination among their doctors

88%

are seeking more personalized care and support

89%

would like easier access to care and plan information

75%

want to monitor their health through apps or wearable devices

Leveraging robust data to personalize healthcare



Anthem's unique data set including social drivers of health is one of the largest in the world

150+

internal and external sources provide administrative, community, and social data for

45M

current members²

Our advanced predictive model analyzes data from

200M
historical members

+10B
medical claims records

to anticipate future needs and outcomes based on health history²

Empowering proactive, whole-person care

Dedicated advocates connect with employees throughout their healthcare journey — partnering with providers and using insights to offer guidance on the next best action to improve well-being.



Technology backed by empathy

Cohesive technology between care teams helps eliminate information gaps and facilitates intelligent, **real-time triage** and attentive, predictive support.



Caring, trust-based relationships

Empowered associates **inspire trust** in every interaction, giving employees and their families the confidence to focus on their health in a proactive, worry-free manner.

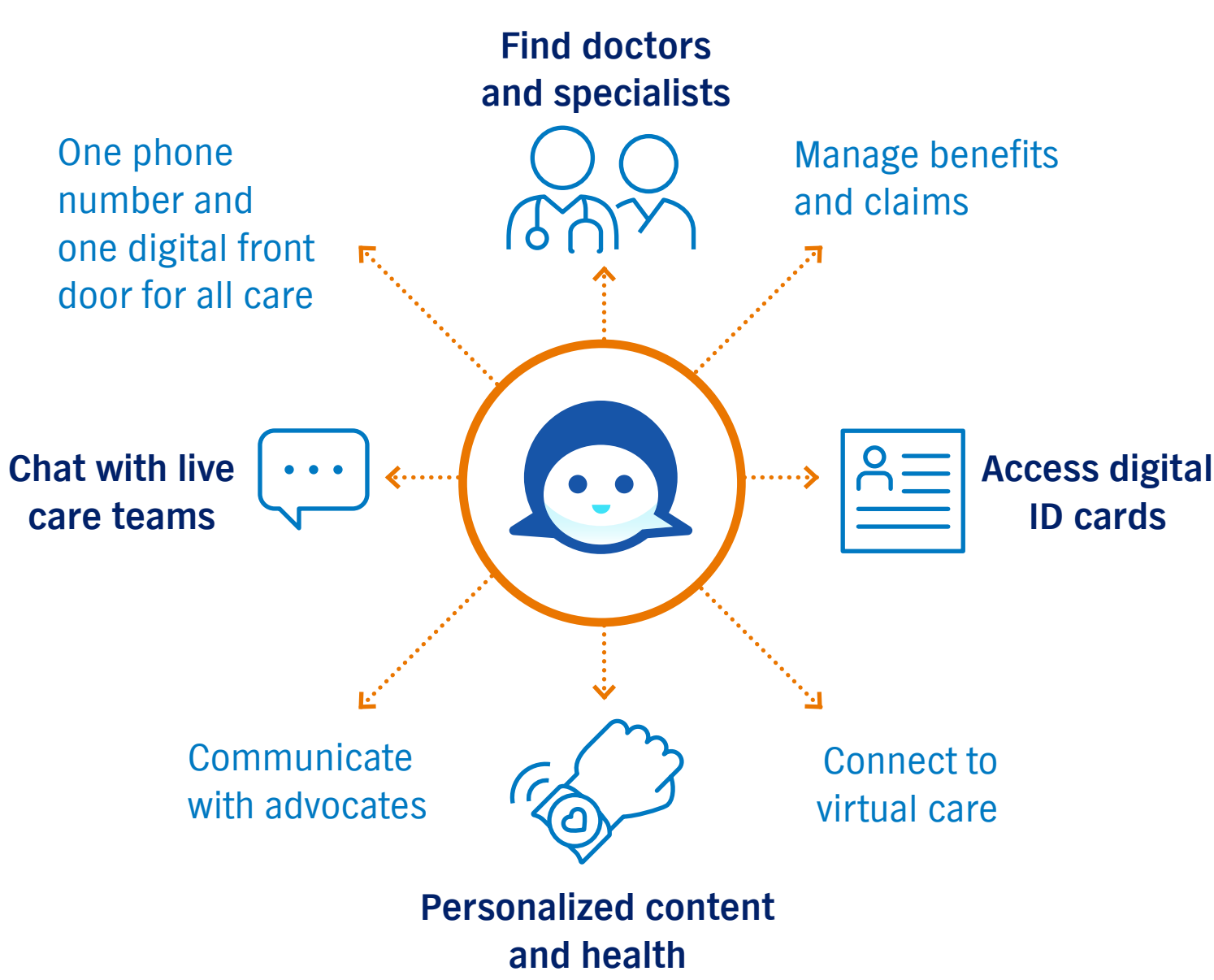


Collaborative expertise and provider partnerships

Digital enablement and enhanced integration give providers the **whole picture** of an employee's health, so they can do what they do best — deliver high-quality care

Creating customized digital health experiences

SydneySM Health app: A smart, artificial intelligence-driven health assistant that creates a simple, intuitive, guided, and personalized experience



Transforming care through integration

98%
of doctors aim to treat their patients with empathy and spend an appropriate amount of time listening to their health concerns

yet more than **20%**
of patients feel their doctor does not spend enough time with them³

Anthem's new, state-of-the-art advocacy platform removes barriers for health professionals

Full integration with electronic medical records (EMRs)



A comprehensive view across medical and specialty plans

Real-time data sharing to help doctors address immediate needs



Predictive insights to prevent future medical problems



To learn more about **Anthem's** approach to **transforming advocacy** for your workforce, contact your **Anthem** representative.

¹ Insider Intelligence, *US Healthcare Industry in 2021: Analysis of the health sector, healthcare trends, & future of digital health* (accessed Jan 2022); insiderintelligence.com.

² Anthem internal data, 2021.

³ American Board of Internal Medicine, *Surveys of Trust in the U.S. Health Care System* (accessed Jan 2022); norc.org.

Note: 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. The Virtual Primary Care experience is offered through an arrangement with Hydrogen Health. ©2020-2022

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