








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 SydneySM 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.



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

How to download our Sydney Health app:



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



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



24/7 NurseLine

Use for:

- Urgent care questions
- Deciding where to get care
- Finding in-person locations for care nearby

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

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

How to access:

Call 800-337-4770
Hours: 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.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in PDS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.