

86%

of consumers who use virtual care visits love them.

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 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 and lab screenings.



Urgent or sick care, 24/7.

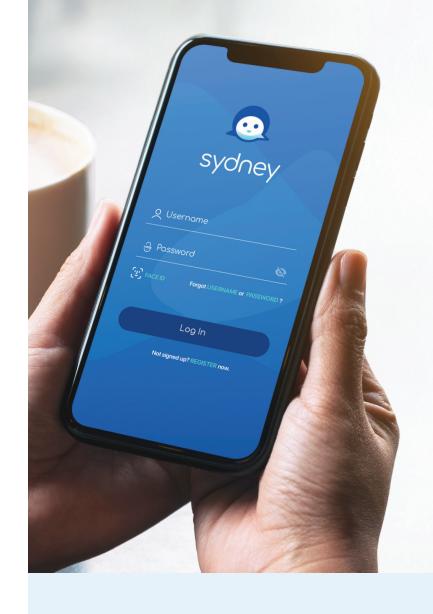


A personalized care plan and follow-ups.



Unlimited access to care for common health concerns, as well as prescription refills and referrals.²

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:

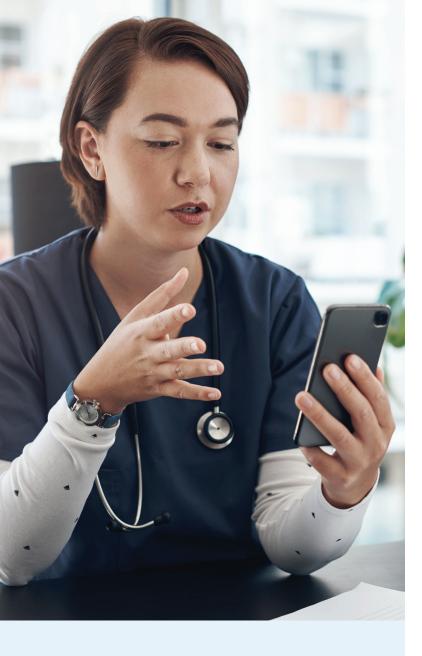








Scan this QR code with your phone's camera.



- 1 J.D. Power: U.S. Telehealth Satisfaction Study (2020): jdpower.com/business/press-releases/2020-us-telehealth-
- 2 The doctor will determine if a prescription is needed at time of visit.
- 3 Virtual annual preventive care (wellness) visits are available through the Sydney Health app. The virtual annual preventive care (wellness) visit is covered in full unless the employer has a limit or cap under their benefit plan.
- 4 Virtual primary care medical services provided by Knowledge Health Medical and Preventive Medicine Associates P.C. through an arrangement with Hydrogen Health, which provides the virtual care platform.
- 5 Eligible employees are those who have not yet had an annual preventive care (wellness) visit during the plan year (either virtual or in person) whose group benefit plan covers a virtual primary care exam. If an employer group has a cap on the number of preventive care (wellness) visits that are covered in full and the employee has exceeded the cap but would like to have another preventive care (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.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2023 The Virtual Primary Care experience is offered through an

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Virtual care options for your employees



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



LiveHealth Online through Sydney Health



24/7 NurseLine

Use for:

Primary care

- Virtual annual preventive care (wellness) visit^{3,4,5} and other
- Chronic condition management (diabetes, asthma, etc.)

Urgent care for common health concerns

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

Prescriptions

Referrals for specialized care

Use for:

Mental health

- Anxiety
- Depression

Specialty care

- Allergies
- Dermatology
- Sleep

Urgent care for common health concerns

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

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 Checkups 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, connect with a doctor or behavioral health professional through our Sydney Health app, seven days a week. From the homepage, select Care, then Video Visit.



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

Call 800-337-4770 Hours: 24/7

How to access: