



# Find care anywhere, anytime

## Virtual care that fits your schedule

### A powerful healthcare network in the palm of your hand

In a complicated world, it can be hard to find time to take care of yourself. We're making it easier to find quality healthcare when you want it through Anthem's virtual care feature. With virtual care, you have convenient, hassle-free access to doctors and specialists in your plan's network, so it's easier to fit a visit into your busy schedule. You can access a virtual care team from your mobile phone, 24/7, including weekends and holidays.

Using Anthem's **Sydney<sup>SM</sup> Health app**, you can make an appointment for routine care, prescription refills, and lab tests. Your virtual care team can also work with you to create personalized care plans if you have a chronic condition, such as asthma, diabetes, or high blood pressure.

### Virtual care has its benefits

If you have tried virtual care through your primary care doctor or the Sydney Health app, you know how convenient it is. If you haven't tried it, this may be the right time to try the expanded features that make it even easier to access care when and where you need it.

For example, if you have the flu and can't get to the doctor's office, you can connect through your phone, tablet, or computer with a doctor who can diagnose your symptoms. Perhaps you wake up on vacation and realize you forgot to bring your medicine. With virtual care, you can contact a doctor through your smartphone to have a prescription called in to a pharmacy near you.

### Convenience for a busy life

Virtual care offers peace of mind and saves you time and money.



Visits are available at **low or no cost to you**. Check your plan for details.



**Access virtual care from anywhere** through your phone, tablet, or computer with a camera.



Find care **24/7, 365 days each year**.



Receive **personalized insights and recommendations** so you can make informed decisions about your health

Scan this QR code with your smartphone camera to get more information about virtual care.



## Make the most of your virtual primary care features by always starting with your Sydney Health app to:

- **Schedule appointments** to monitor and manage conditions like diabetes and high blood pressure, and even virtual annual wellness visits.<sup>1</sup>
- **Talk with a doctor** through the secure medical chat for on-demand urgent care.
- **Access supportive care services**, including prescription refills, preventive tests, screenings, and labs.
- Use the **Symptom Checker**, which will guide you to have a video visit or chat with a doctor, if needed.
- Receive a **referral for in-office visits** with other doctors and specialists in your plan's network, as needed.

## Did you know ...

Virtual care is an easier and more convenient way to take full advantage of your Anthem plan. **Individuals who are using virtual care are getting great results.**

**85%** said their health issues were resolved in one virtual care visit<sup>2</sup>

**78%** said they would access virtual care again<sup>2</sup>

**86%** of consumers enjoy the benefits of virtual care visits<sup>3</sup>

Whether you're at home, at the office, or on vacation, you can always count on Anthem and virtual care for support.



## Virtual care starts with Sydney Health

Download the **Sydney Health app** for easier access to your plan and care.

Choose the **Care** button at the bottom of the screen to get started.



<sup>1</sup> Virtual wellness visits available through the Sydney Health app starting September 1, 2022, are covered in full only for those who have not received their annual wellness visit.

<sup>2</sup> K Health analysis of Q4 2020 visit dispositions.

<sup>3</sup> Amwell website: *From Virtual Care to Hybrid Care: COVID-19 and the Future of Telehealth* (accessed February 2022); americanwell.com.

Sydney Health is offered through an arrangement with Cereon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2023

Virtual primary care medical services provided by Preventive Medical Associates P.C. through an arrangement with Hydrogen Health, which provides the virtual care platform. Other virtual care services offered through an arrangement with LiveHealth Online. 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.

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