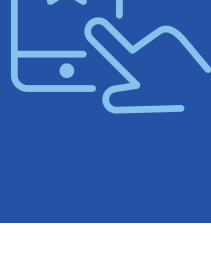


New enhanced virtual care benefits

Care that's always close at hand

Your Anthem Blue Cross and Blue Shield health plan now gives you more virtual healthcare options than ever before. Get quality care whenever you need it through the SydneySM Health app:



In the palm of your hand



On your laptop or computer with a camera¹

Healthcare that goes with you everywhere

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



Virtual care can save you time.

- See a doctor within minutes
- No need to make a trip to the doctor's office



Virtual care can save you money.

- Visits available at no extra cost or at a lower cost²
- Covered spouse and dependents also have access to these services

Virtual care brings the doctors to you



Your health plan now comes with access to virtual primary care from anywhere

Virtual primary care doctors provide you with:^{3,4,5}

- Routine care, prescription refills,⁶ and virtual annual preventive care (wellness) visits.
- Ongoing care management for chronic conditions such as asthma, diabetes, and high blood pressure.



Your virtual primary care team is available:

- Monday through Friday, 9 a.m. to 9 p.m. ET
- Saturday and Sunday, 9 a.m. to 5 p.m. ET

You can also access urgent care 24/7 without an appointment

If you need care right away, chat with a doctor about common health matters, such as allergies or sinus infections, or for new prescriptions.⁶ You can get this type of care quickly — any day and anytime.



Weekends



Holidays



Even late at night



Receive support for your mental health and well-being

Use the app to schedule a video visit with a therapist or psychiatrist.

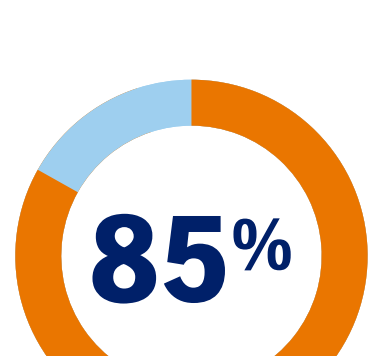


Schedule in-office care, as needed

Receive a referral for in-office visits with doctors and specialists in your plan's network.

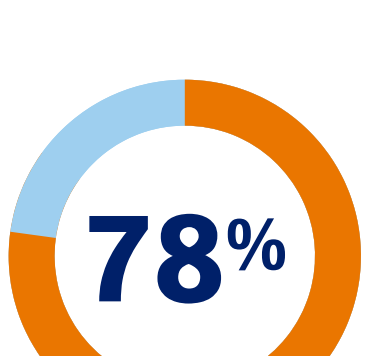
Make appointments for screenings, lab work, and preventive tests.

Individuals who use virtual care are getting great results



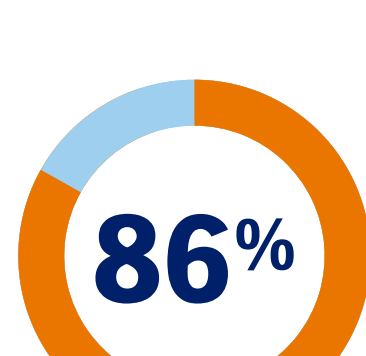
85%

said their health issues were resolved in one virtual care visit⁷



78%

said they would access virtual care again⁷



86%

of consumers enjoy the benefits of virtual care visits⁸

Give virtual care a try

Your benefits connect you to an entire virtual care team to support your total health and well-being.



To get started, download the Sydney Health app from the App store or Google Play if you haven't already. After you log in, select the Care button at the bottom of the screen to see virtual care options.

With virtual care at your fingertips, you decide when and where to fit important care into your schedule.

1 Not available for virtual primary care.
 2 Cost depends on your health plan.
 3 Virtual annual preventive care (wellness) visits through the Sydney Health app are available starting September 2022. 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 Preventive Medical 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.
 6 Your doctor will determine if a prescription is needed at time of visit.
 7 K Health analysis of Q4 2020 visit dispositions.
 8 Anwell website: From Virtual Care to Hybrid Care: COVID-19 and the Future of Telehealth (accessed February 2022): americanwell.com.

Other virtual care services offered through an arrangement with LiveHealth Online.
 LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem Blue Cross and Blue Shield. 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. ©2020-2022 The Virtual Primary Care experience is offered through an arrangement with Hydrogen Health.
 Anthem Blue Cross and Blue Shield is the trade name of Anthem Health Plans of Maine, Inc. Independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.
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