## Anthem 🚭 🕅

# Connect with mental health support using our Sydney Health app or anthem.com

If you're feeling anxious or depressed, or having trouble coping with problems at home or at work, you can connect to a licensed therapist or board-certified psychologist or psychiatrist through a virtual care video visit.<sup>1</sup> Appointments can be scheduled within 1-2 weeks.<sup>2</sup> Psychiatrists are available to help you manage your medications. They do not provide counseling or talk therapy.<sup>3</sup>

When it's time for your appointment, use your smartphone, tablet, or computer with a camera to meet securely through our **Sydney<sup>SM</sup> Health** app or **anthem.com**.



### What people say about online visits:4

**89**%

said the doctor they saw was professional and helpful

**92**%

thought the doctor understood their concerns

**92**%

were able to book a virtual visit sooner than an in-person visit

#### How to download our Sydney Health app:









Scan the QR code with your phone's camera or visit the App Store® or Google Play™



## Here's how to access the program through virtual care:

Download our no-cost Sydney Health app.

- 1. Register (if you haven't yet) and log in.
- 2. Once you register, your username and password are the same for our app and **anthem.com**.
- 3. Select Care and then select Video Visit.

#### Visit anthem.com.

- 1. Register (if you haven't yet) and log in.
- Once you register, your username and password are the same for **anthem.com** and our **Sydney Health** app.
- From the *Care* tab, select Virtual Care in the drop-down menu. Then, select Video Visit Options.

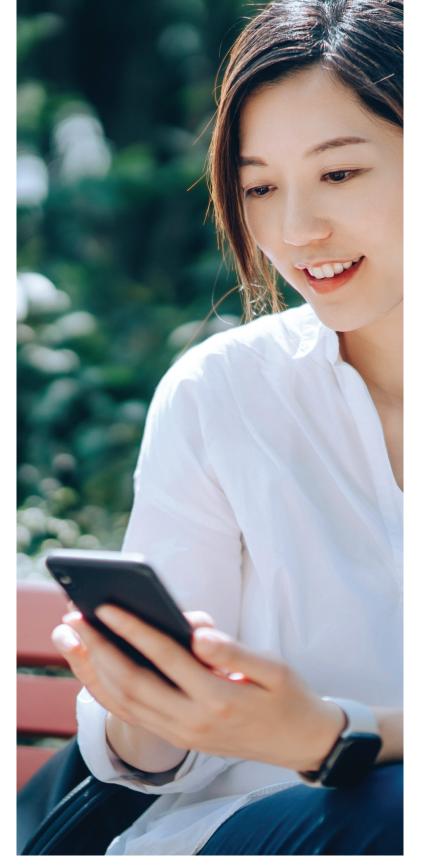


- 1 Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please text, chat, or call 988 (Suicide and Crisis Lifeline), or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room.
- 2 Appointments subject to availability.
- 3 Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed through virtual care on the Sydney Health app or anthem.com.
- 4 Based on Sydney Health utilization trends from top 10 national clients, 2020

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider 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.

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.

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 arrangement with Hydrogen Health.



Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Haspital and Medical Service, Inc. HMD products underwritten by HMD Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to anthem.com/co/networkaccess. In Connecticut: Anthem Health Plans, Inc. In Georgia, 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 Kanasa City area): RightCH0ICE® Managed Care, Inc. (RI), Healthy Alliance® Life Insurance Company (HALIC), and HMD Missouri, Inc. RIT and certain affiliates administer non-HMD benefits underwritten by HAUC and HMD benefits underwritten by HMD Missouri, Inc. RIT and certain affiliates administrative services for self-funded plans and underwritte benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMD products underwritten by HMD Colorado, Inc., dba HMD werada. In Neva Hampshire: Anthem Health Plans of New Hampshire, Inc. HMD products underwritten by HMD Colorado, Inc., dba HMD Nevada. In Neva Hampshire: Anthem Health Plans of New Hampshire, Inc. HMD products underwritten by Anthem Health Plans of Vergina Hans of Virgina, Inc. trades as Anthem Blue Corsa and Blue Shield In Virgina, 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 L23. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSW), underwrites er administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compare Health Services Insurance Corporation (Compare) or Wisconsin Collaborative Insurance Compariation. Independent licensees of the Blue Cross and Blue Shield Or POS policies. WOC underwrites or administers Well Priorite Houter Vergina Association. Anthem is a registered trademark of Anthem Insurance Comparia