



A broad portfolio of care options

to meet your clients' diverse needs

Our product offerings deliver options for care that are as diverse as the consumers we serve. And it's our consumers who decide how they want to be seen. The power of the Blues ensures a brick-and-mortar network with unparalleled scale and density so consumers who need in-person care have broad access to high-quality providers.¹

More than ever, today's consumers are choosing to access care in a virtual environment. Typically faster and more efficient, virtual care options flex to meet the demands of busy lives and help consumers get what they need, including:



Checking symptoms using the SydneySM Health app.



Chatting with a doctor via text.²



Receiving expert advice through our 24/7 NurseLine.



Visiting a primary care professional on a mobile device.

Today, there are four generations looking for healthcare solutions. That's why we keep the consumer at the center of the equation and deliver better platforms and more diverse care options than ever before.

Virtual care starts with the Sydney Health app or at [anthem.com/ca](https://www.anthem.com/ca)

To find the right care provider, consumers can go to [anthem.com/ca](https://www.anthem.com/ca) or download our Sydney Health mobile app and log in to:



Find a doctor if they don't have a primary care physician (PCP).



Find a retail health clinic, urgent care center, or emergency room.



Have a virtual visit with a doctor (through Sydney Health).



Compare costs for procedures.

Consumers can also select **Find Care** at [anthem.com/ca](https://www.anthem.com/ca) and follow the steps.

Virtual primary care can be **faster, more convenient, and flexible** to meet the demands of busy lives.



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.



See our full range of virtual and in-person care options on the back page. >

Delivering a wide range of platforms and care options

that make it easier for people to stay on top of their health

 <p>Primary care</p>	 <p>Urgent care</p>	 <p>Specialty/specialist</p>	 <p>Emergency room</p>
<p>Services offered</p> <p>Preventive care:</p> <ul style="list-style-type: none"> Annual wellness visits, including virtual annual preventive care (wellness) visit¹ <p>Chronic condition management, including:</p> <ul style="list-style-type: none"> 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 <p>Behavioral health:²</p> <ul style="list-style-type: none"> Anxiety Depression <p>Prescriptions</p> <p>Referrals for specialized care</p>	<p>Services offered</p> <p>General care (including pediatrics)</p> <p>Over 300 common health concerns, including:</p> <ul style="list-style-type: none"> 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 	<p>Services offered</p> <p>Specialty care that concentrates on specific health issues like:</p> <p>Behavioral health:</p> <ul style="list-style-type: none"> Stress Anxiety Depression Relationship issues Parenting concerns Panic attacks <p>Dermatology</p> <p>Allergies</p>	<p>Services offered</p> <p>Emergency care for:</p> <ul style="list-style-type: none"> Allergic reactions Head injuries Chest pains Bone breaks Trouble breathing Uncontrollable bleeding
<p>How to access</p> <p>In-person visits with an in-network or out-of-network PCP:</p> <ul style="list-style-type: none"> By appointment only. Available during normal business hours and may provide medical advice by phone after hours. Office visit copays apply, according to plan provisions. <p>Virtual visits with an in-network or out-of-network PCP:</p> <ul style="list-style-type: none"> Virtual care during normal business hours (where available). Office visit copays apply, according to plan provisions. <p>Virtual care through our Sydney Health app:</p> <ul style="list-style-type: none"> Check symptoms, chat with a doctor, or schedule a wellness visit: <ul style="list-style-type: none"> Monday through Friday, 9 a.m. to 9 p.m. ET Saturday and Sunday, 9 a.m. to 5 p.m. ET Copays as low as \$0, according to plan provisions. 	<p>How to access</p> <p>In person:</p> <ul style="list-style-type: none"> Walk in or by appointment. Most are open seven days a week with extended hours. Copay and coinsurance applies, according to plan provisions. <p>Virtual care through our Sydney Health app:</p> <ul style="list-style-type: none"> 24/7. Copays as low as \$0, according to plan provisions. 	<p>How to access</p> <p>In person:</p> <ul style="list-style-type: none"> By appointment only. Available during normal business hours. May also provide medical advice by phone after hours. Copays/coinsurance applies, according to plan provisions. <p>Virtual care through our Sydney Health app:</p> <ul style="list-style-type: none"> Connect with a doctor through video. By appointment: Monday through Friday, 9 a.m. to 9 p.m. ET. Copays as low as \$0, according to plan provisions. 	<p>How to access</p> <p>In-person visits: Walk in 24/7.</p>

¹ Subject to plan provisions.

² Chat is not available for behavioral health services.

³ Access to incentivized annual wellness visits via the Sydney Health app available starting September 1, 2022.

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. Other virtual care services offered through an arrangement with LiveHealth Online. Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensee of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.