We've expanded your virtual care options

Now your health plan's virtual care also includes chats with healthcare professionals and primary care by appointment. For your convenience, this added care option is accessible in one location — our Sydney[SM] Health app.

Get urgent, primary, and specialty care through our Sydney Health app

We've been offering individuals in our health plans virtual, urgent, and specialty care through LiveHealth Online for more than a decade, but we know people want increased access to care virtually. That's why we created a faster, more-convenient way to access all types of care.

We sought out top-quality doctors specifically trained in virtual primary care, and with the help of K Health, we've expanded our urgent care and ongoing care options by adding primary care to Sydney Health. This includes virtual annual preventive care (wellness) visits.[1,2]

86%
of consumers who use **virtual care** visits love them[3]

Virtual primary care can save you time and money

Sydney Health gives you access to virtual primary care at **low or no additional cost** so you can feel confident about your health and protected in your time of need. Your care team will be up to date on your current virtual care visits to give you personalized care.

And if you ever need help with your health plan or accessing your virtual care, you can **chat with a live agent**. It's our promise to provide you with greater access to healthcare when and where you need it.

When you download our Sydney Health app, you can receive:

- **Comprehensive primary care,** coordinated by a care team.

- **Preventive care** through virtual annual wellness visits and lab screenings.[1,2]

- **Urgent care,** 24/7.

- **A personalized care plan** and follow-up visits.

- **Unlimited access to care** for common health concerns, like flu or allergy management, as well as prescription refills and referrals.[4]

- **Guidance on the care you need** based on feedback you provide in the Symptom Checker.

sydney[SM]

Scan this QR code with your phone's camera to download our Sydney Health app.

GET IT ON **Google Play**

Download on the **App Store**

Anthem.

Virtual care options that come with your health plan

Anthem

All your virtual care will be provided through our Sydney Health app. After you log in to the app, you have several paths to choose from, depending on the type of care you need. Certain care and programs are handled by LiveHealth Online, and others by K Health. No matter what care you need, your starting point is always Sydney Health, and you can be confident in the quality of the care you will receive. To get started, on the homepage, select **Care** and then **Virtual Care.**

Care or service	Virtual care service/provider	Hours available
Urgent care Cough, cold, rash, pink eye, bladder issues, minor cuts, sprains, etc.	LiveHealth Online and K Health	24/7
Primary care • Annual preventive care visit • Chronic condition management	LiveHealth Online and K Health	Monday through Friday, 9 a.m. to 9 p.m. ET Saturday and Sunday, 9 a.m. to 5 p.m. ET
Mental health • Anxiety • Depression	LiveHealth Online	By appointment
Symptom Checker Uses an individual's feedback to determine next steps in care.	K Health	24/7
Prescriptions — new and refills[4]	LiveHealth Online and K Health	Chat is available 24/7, video visit varies based on the care or service
Dermatology	LiveHealth Online	7 days a week

You also can call 24/7 NurseLine anytime, day or night

Talk to a nurse about your health questions and receive guidance on where to go for care, if needed. This service comes with your health plan at no additional cost. Call **800-337-4770**. This number is also located on the back of your health plan ID card.