OTC COVID Test Reimbursement

Updates to Digital Experience in Response to Biden Administration Mandate
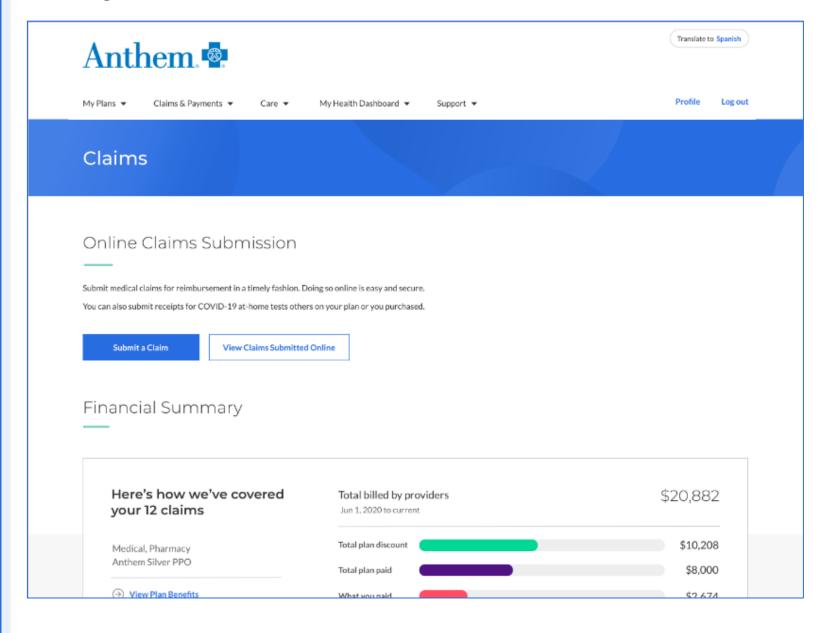
01/14/22

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Member Portal

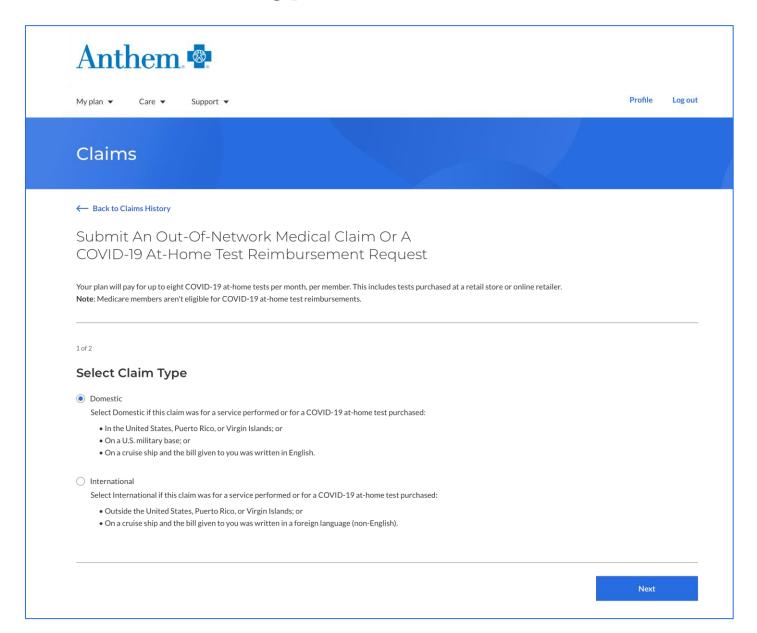Claims Submission Flow Updates

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Entry Point

Changes:

- Addition of COVID-19 language on intro copy

Select a Claim Type

Changes:
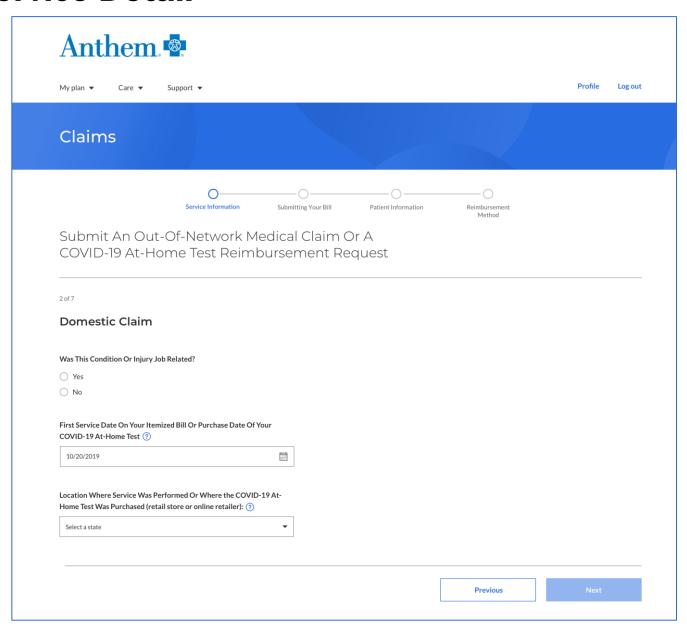
- Headline copy

- Intro and "NOTE" language

- Multiple mentions of "COVID-19 test" in Select Claim Type selector
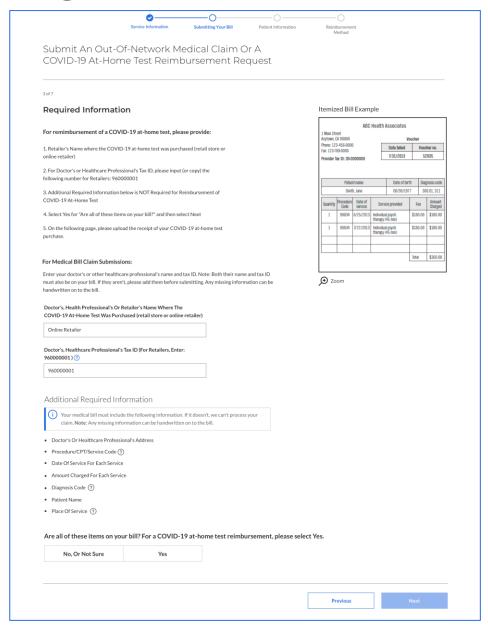
Service Detail

Changes:

- Headline copy

- Date Selector – COVID test purchase date

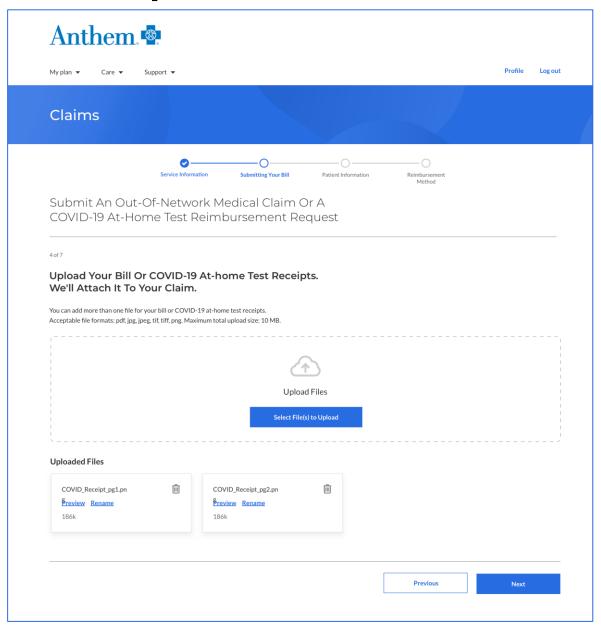- Location (State) – COVID test purchase mention

Submitting Details For Claim

Changes:

- Headline copy

- Front and center specific instructions on how to enter an OTC COVID test claim

- Label updates for Provider/Retailer field and TaxID/Identifier field

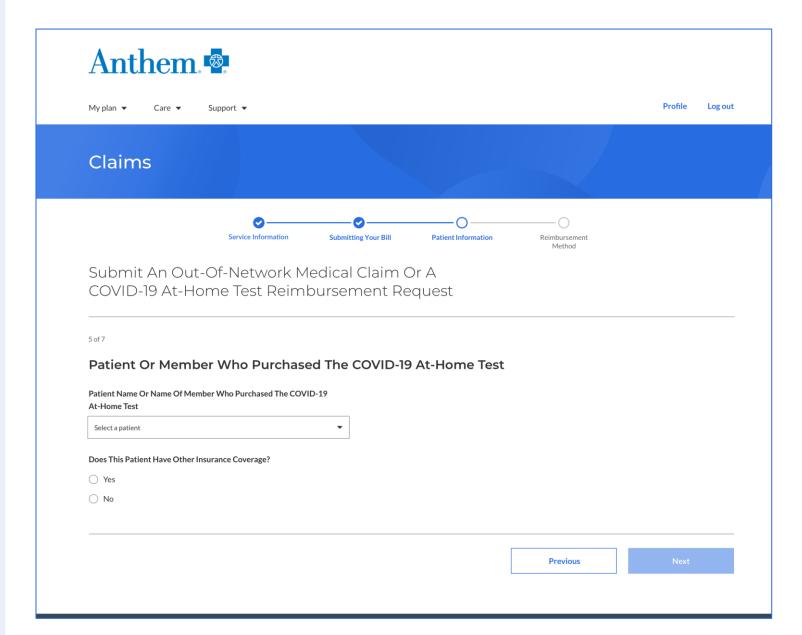- Instructions to select Yes (reiterated)

Upload Receipt

Changes:

- Headline copy

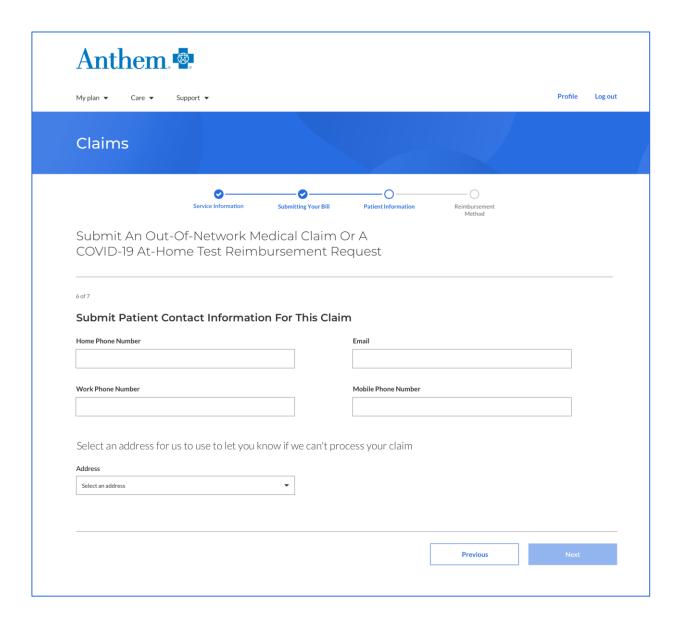- Upload your bill/receipt instructions edits

Patient Info

Changes:

- Headline copy
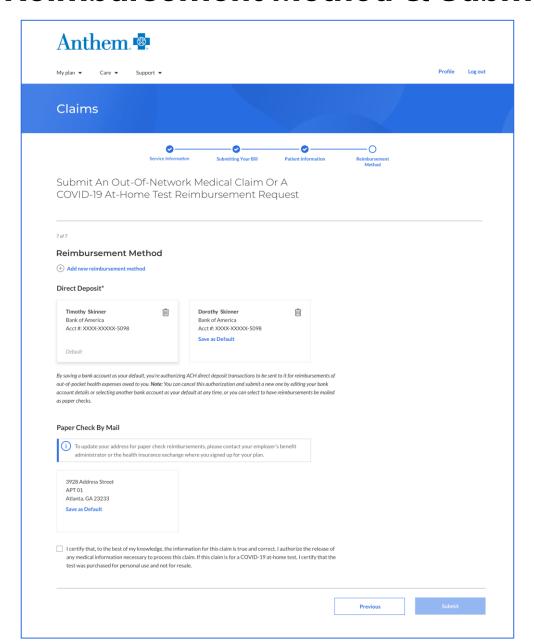
- Label updates

Contact Info

Changes:

- Headline copy

Reimbursement Method & Submit

Changes:
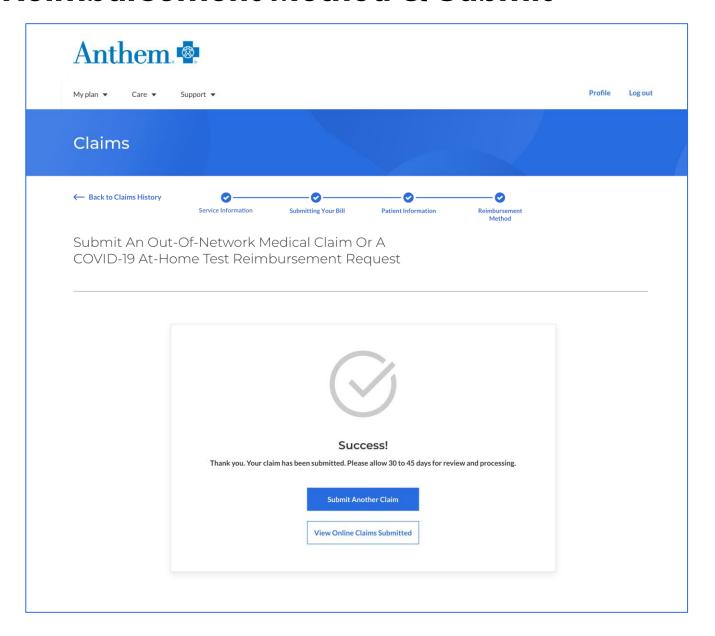
- Headline copy

- Attestation language

Reimbursement Method & Submit
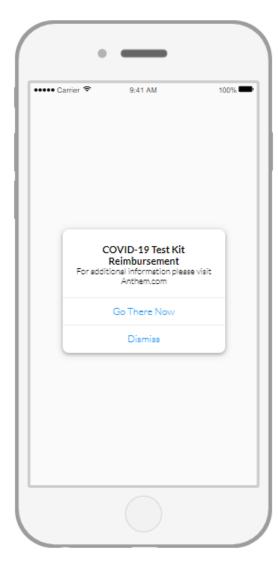

Changes:

- Headline copy

Sydney Health (App)

Temporary Messaging Update

Sydney Health - Short Term Solution

Visual example: Finalized text is in blue text on right side of this slide

COVID-19 Test Kit Reimbursement
For additional information please visit Anthem.com

Go There Now

Dismiss

Details:

- Detailed updates to Submit a Claim flow in Sydney Health will be forthcoming in the next week or so (Timing specifics TBD

- In the meantime, we can show a one-time popup, pre-login upon the app launching that will tell users they can visit the website to submit a claim for OTC COVID Tests

- Finalized language:

  COVID-19 At-Home Test Reimbursements

  Please log in to your plan's website to submit a reimbursement request.

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