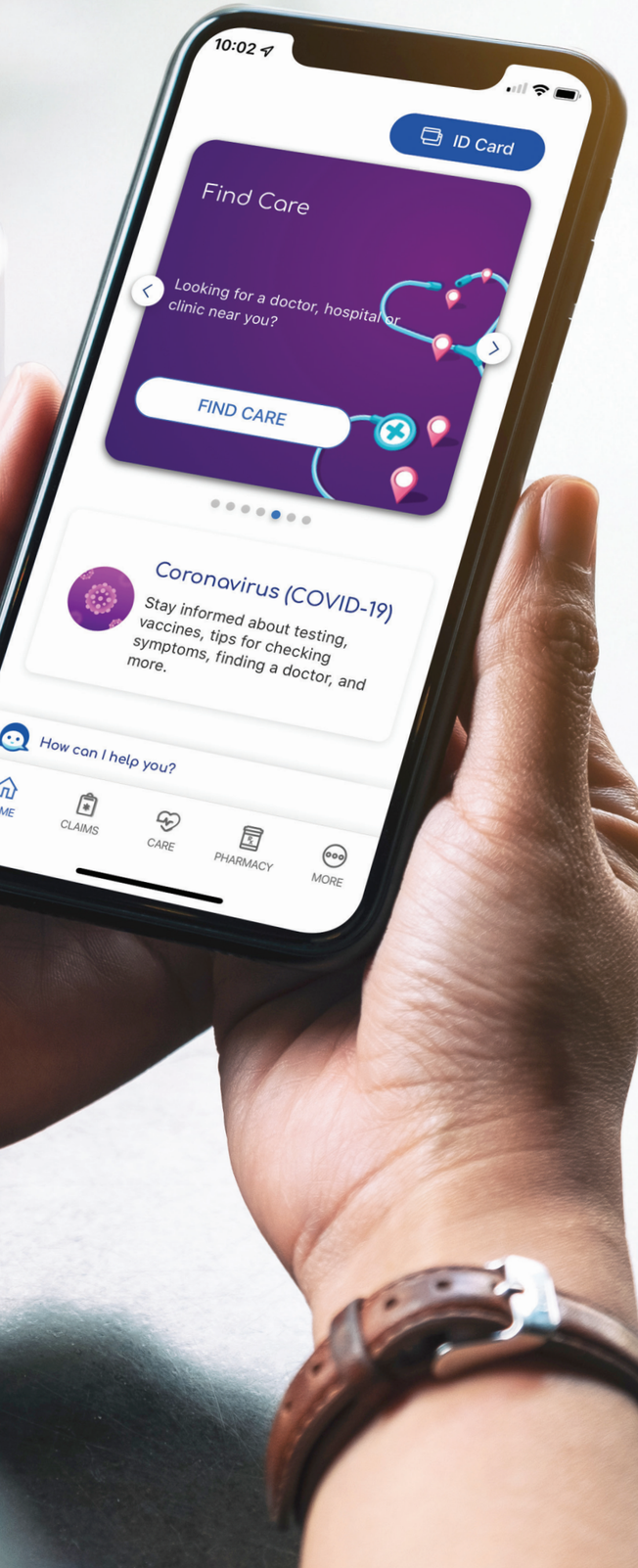


How to find the right care provider for you:

1. Go to **anthem.com** or download our Sydney Health mobile app and log in to:
   - Find a doctor if you don't have a primary care physician.
   - Have a virtual visit with a doctor using our Sydney Health mobile app.
   - Find a retail health clinic, urgent care center, or emergency room near you.
   - Compare costs for your procedures.
2. Choose **Find Care** and follow the steps.

Download our Sydney Health app

Register for free to be ready when you need virtual care.

sydney

Download on the App Store

GET IT ON Google Play

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.

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.

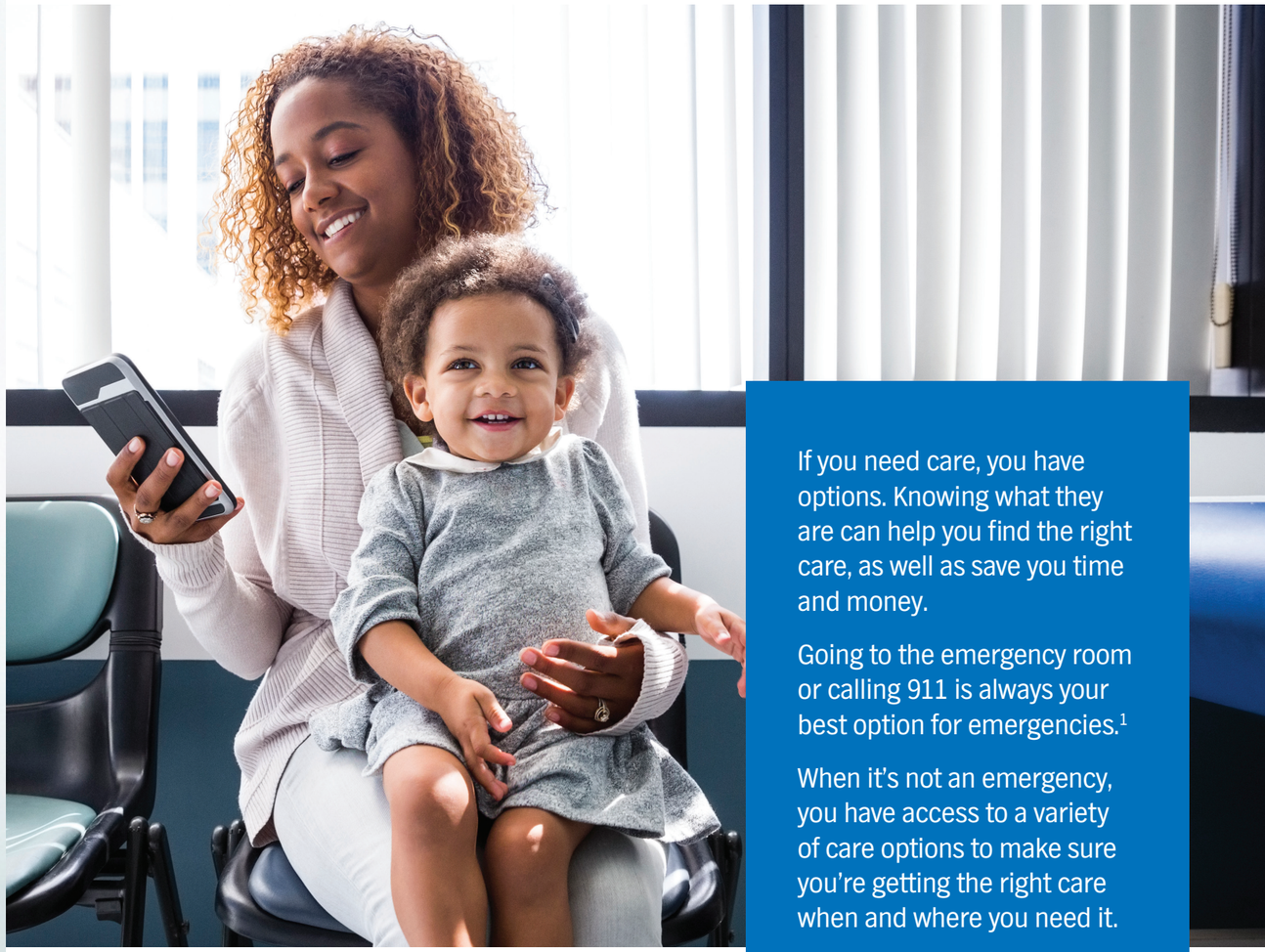
In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO 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 Cross 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 Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, 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 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare Health Services Insurance Corporation (Compcare) or Wisconsin Collaborative Insurance Corporation (WCIC). Compcare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

Anthem

Know how to access the care you need

Save time and money with the right options



If you need care, you have options. Knowing what they are can help you find the right care, as well as save you time and money.

Going to the emergency room or calling 911 is always your best option for emergencies.[1]

When it's not an emergency, you have access to a variety of care options to make sure you're getting the right care when and where you need it.

1039316MUMENABS VPOD BV Rev. 11/22

Helping you choose the best care options for your needs

Primary care
(primary care doctor or team)

In person: $$ | Virtual: $

Services offered

Preventive care:

- Annual wellness visits[2,3,4]

Chronic condition management, including:

- Bladder issues
- Chicken pox
- Cold and flu
- Ear infections
- Pink eye
- Minor cuts
- Seasonal allergies
- Sinus infections
- Skin conditions
- Sore or strep throat
- Sprains
- Stomach ailments

Mental health:

- Anxiety
- Depression

Prescriptions[5]

Referrals for specialized care

How to access

In-person: By appointment only.

Available during normal business hours and may provide medical advice by phone after hours. Some may also offer virtual care during business hours.

Virtual: Connect with a doctor through our Sydney℠ Health app by appointment.

Monday through Friday, 9 a.m. to 9 p.m. ET

Saturday and Sunday, 9 a.m. to 5 p.m. ET

Wait times

In person: 18 minutes[6] | Virtual: 10 minutes

Urgent care

In person: $$ | Virtual: $

Services offered

General care (including pediatrics)

Over 300 common health concerns, including:

- Bladder issues
- Chicken pox
- Cold and flu
- Ear infections
- Pink eye
- Minor cuts
- Seasonal allergies
- Sinus infections
- Skin conditions
- Sore or strep throat
- Sprains
- Stomach ailments

How to access

In person: Walk in or by appointment.

Most are open seven days a week with extended hours.

Virtual: Sydney Health app 24/7; no appointment needed.

Wait times

In person: 30+ minutes[7] | Virtual: 10 minutes[8]

Specialty/specialist

In person: $$ | Virtual: $

Services offered

Specialty care that concentrates on specific health issues such as:

Mental health

- Stress
- Anxiety
- Depression
- Relationship issues
- Parenting concerns
- Grief
- Panic attacks

Dermatology

Allergies

Sleep

How to access

In-person: By appointment only.

Available during normal business hours and may also provide medical advice by phone after hours.

Virtual: Connect with a behavioral health professional, psychologist, or psychiatrist through our Sydney Health app, 7 days a week.

Wait times

In person: Varies | Virtual: Varies

Emergency room

In person: $$$$

Services offered

Emergency care for severe abdominal pain, allergic reactions, head injury, chest pains, bone breaks, trouble breathing, or uncontrollable bleeding

How to access

In-person: Walk-in - 24/7

Wait times

In person: 90 minutes[9] | Virtual: N/A

1. In a life-threatening emergency, always call 911 or go to the emergency room immediately.
2. 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.
3. Virtual primary care medical services provided by Preventive Medical Associates P.C. through an arrangement with Hydrogen Health, which provides the virtual care platform.
4. 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.
5. Your doctor will determine if a prescription is needed at time of visit.
6. Business Wire: *9th Annual Vitals Wait Time Report Released* (accessed July 2021): businesswire.com.
7. Urgent Care Association: UCA 2019 Benchmarking Report (accessed July 2021): ucaoa.org.
8. LiveHealth Online, internal data 2020.
9. Harvard Business Review: To Reduce Emergency Room Wait Times, Tie Them to Payments (accessed July 2021): hbr.org.