How to have a virtual wellness visit

Annual wellness visits are a great way to stay on top of your health. That's why the **Sydney℠ Health** app makes it convenient to connect with a virtual care provider to schedule a virtual annual preventive care (wellness) visit.[1,2] Depending on your health plan, these visits may be available at no additional cost to you.

To help you make the most of your wellness visit, here's what to expect before, during, and after your appointment.

1. Gather your health history before scheduling your appointment

Just like an in-person checkup, your health history needs to be as complete as possible for the doctor to provide you with thorough care during your virtual visit. If you've seen a care provider within the last 30 to 90 days, make sure the information from that visit is in your health profile on the Sydney Health app before your virtual care visit.

The profile may ask for:

- **Your height and weight.** If you don't have a recent reading, use a scale at home to weigh yourself.
- **Your blood pressure.** Use an at-home blood-pressure cuff or go to a local pharmacy for a current reading. Take note of the systolic pressure (first number) and diastolic pressure (second number).
- **Your current health status.** Write down any health issues, including recent diagnoses, allergies, or concerns you may have.
- **A list of medicines you take.** Make a list of all the drugs you take as well as vitamins and supplements.
- **The pharmacy you prefer.** If you have a pharmacy where you fill your prescriptions, let the doctor know.[3]
- **A list of care providers and facilities you use.** Be sure to make the doctor aware of your complete care team.

2. Log in to the Sydney Health app

From the *Home* screen, select **Care**. Then select **Virtual Care** to open the *Virtual Care Center*. Next, choose the virtual care provider that you prefer to connect with and follow the instructions to schedule an annual wellness visit.

3. Enter your health information and schedule your visit

You will be asked to enter the health information you gathered in **Step 1**. Then, select a date and time to schedule your virtual visit. These visits can last 25 to 50 minutes. Once you schedule your visit, you will receive a message confirming your appointment.

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4. Attend your scheduled visit

Find a quiet, comfortable place to have your video visit. Here are some tips to help you get ready:

- Make sure your device (smartphone or tablet) is fully charged.
- Check your phone signal or Wi-Fi strength to avoid interruptions.
- Watch for a reminder of the appointment time and plan to be ready 10 minutes before.

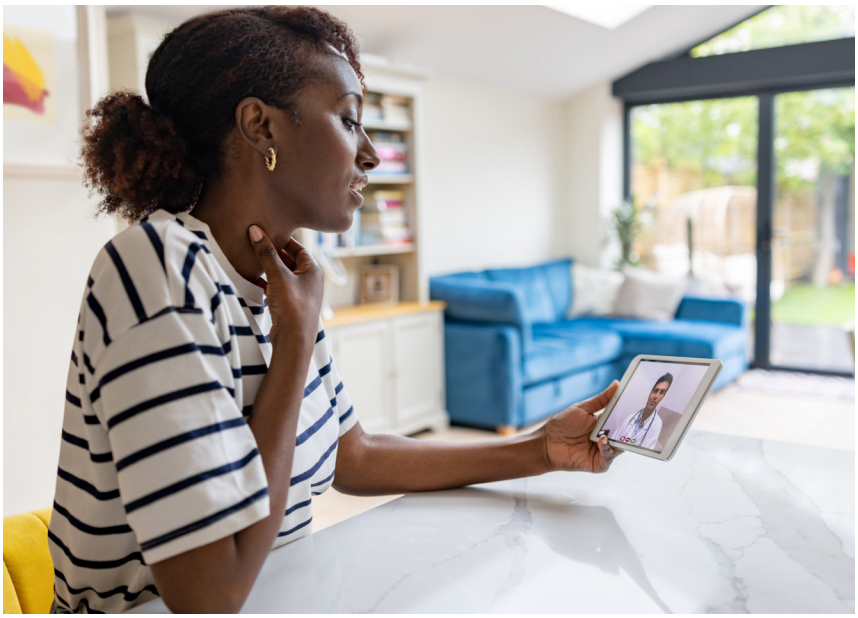
During the video visit, you will have a face-to-face interaction with the doctor, who will ask you questions and guide you through a physical self-exam and answer any questions you may have.

5. Follow up on next steps

The doctor will give you a detailed care plan to help you manage your health. You can access your care plan through the **Sydney Health** app, which may include follow-up visits, tests needed, or prescriptions to fill.

6. Referrals and follow-up questions

The doctor will provide a referral and direct you to the Find Care tool so you can find a care provider in your health plan's network to lower your costs. If you have follow-up questions related to your visit, you can send a message to the doctor through the **Sydney Health** app. The care providers typically respond within 24 hours.



Member Services is here to help

If you have technical issues during your visit, contact Member Services at the number listed on your health plan ID card.

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1 Virtual annual preventive care (wellness) visits are virtual primary care medical services, accessible via Sydney Health app and anthem.com. The virtual annual preventive care (wellness) visit is covered in full unless the employer has a limit or cap under their benefit plan.

2 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.

3 The doctor will determine what medications should be prescribed or refilled.

Virtual primary care medical services are provided by (1) Knowledge Health Medical Services and Preventive Medical Associates P.C., offered through an arrangement with K Health Inc., the K Health Affiliates, and the K Health Subsidiaries, and (2) LiveHealth Online, offered through an arrangement with Amwell Medical Group.

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.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

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