

Find care anywhere, anytime

Virtual care that fits
your schedule



In a busy world, it can be hard to find time to take care of yourself. We're making it easier to find quality healthcare when you want it through virtual care.

With virtual care, you have convenient, hassle-free access to doctors and specialists in your plan's network, so it's easier to fit a visit into your busy schedule.

When you download our SydneySM Health app on your smartphone, you can receive:

- Comprehensive primary care, coordinated by a care team.
- Preventive care and lab screenings.
- Urgent or sick care, 24/7.
- A personalized care plan and follow-ups.
- Specialty care such as treatment for allergies or sleep issues.
- Mental healthcare.
- Prescription refills.²

Virtual care offers peace of mind and saves you time and money.



**of virtual
visits
resolve the
person's
need.¹**








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.



Virtual care options

|  <p>Virtual primary care and urgent care through text chat</p> |  <p>Virtual urgent care through video visits</p> |  <p>Virtual mental health and specialty care through video visits</p> |
|--|--|--|
| <p>Your cost:</p> <ul style="list-style-type: none"> Virtual annual preventive care (wellness) visit: \$0 Virtual primary care and urgent care visits: \$39 or less³ | <p>Your cost:</p> <p>\$59 or less³</p> | <p>Your cost:</p> <p>Similar to what you'd pay for an in-network, in-person office visit³</p> |
| <p>Use for:</p> <p>Primary care</p> <ul style="list-style-type: none"> Virtual annual preventive care (wellness) visits ^{4,5} Chronic condition management, such as diabetes or asthma <p>Urgent care for common health matters</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 throat Sprains Stomach ailments <p>Prescriptions²</p> | <p>Use for:</p> <p>Urgent care for common health matters</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>Prescriptions²</p> | <p>Use for:</p> <p>Mental health</p> <ul style="list-style-type: none"> Anxiety Depression <p>Specialty care</p> <ul style="list-style-type: none"> Allergies Sleep Lactation support |
| <p>How to access:</p> <p> For primary care, preventive care, virtual annual wellness visits, and chronic condition management, set up an appointment through our Sydney Health app. From the homepage, select Check-ups and Ongoing Care.</p> <p>  Hours for primary and preventive care: Monday through Friday, 9 a.m. to 9 p.m. ET Saturday and Sunday, 9 a.m. to 5 p.m. ET</p> <p>For urgent or sick care, select Chat with a Doctor 24/7 or Check Symptoms.</p> <p>Hours for urgent or sick care: 24/7</p> | <p>How to access:</p> <p> For urgent care, begin a session at any time through our Sydney Health app. From the homepage, select Care, then Video Visit.</p> <p>Hours for urgent care: 24/7</p> | <p>How to access:</p> <p> For mental health and specialty care, set up an appointment through our Sydney Health app. From the homepage, select Care, then Video Visit.</p> <p>Mental health: Appointments available 7 days a week</p> <p>Allergies: Available 24/7, no appointment needed</p> <p>Sleep: Appointments available 7 days a week</p> |

1 K Health analysis of Q4 2020 visit dispositions.

2 Your doctor will determine if a prescription is needed at time of visit.

3 Subject to deductible/coinsurance.

4 Virtual primary care medical services provided by Preventive Medical Associates P.C. through an arrangement with Hydrogen Health, which provides the virtual care platform.

5 Eligible members 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.

Other virtual care services offered through an arrangement with LiveHealth Online. LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of your health plan.

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. ©2020-2023 The Virtual Primary Care experience is offered through an arrangement with Hydrogen Health.

Anthem Blue Cross and Blue Shield is the trade name of Anthem Health Plans of Virginia, Inc. Serving all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. Independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.