

# Make the most of your health plan

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## **anthem.com**

*Clear. Intuitive. Convenient.*

Save money and live better with tools that keep you informed, in control, and at your healthy best.

### **Health and wellness**

Now it's easier than ever to improve your health and well-being. Visit **anthem.com** and login to your account to have access to an array of innovative tools to help you manage your health and achieve your goals.

#### **Health Assessment**

*Your first step toward a healthier lifestyle*

Gain personal insights into your current health, your health risks, and what you can do to enjoy a healthier life. You complete a confidential assessment of your health and healthcare status, then receive a health assessment score and risk profile based on your specific answers. You also get tips and actions to help you improve your health.

To use the Health Assessment:

- Select **Health & Wellness**
- Under Health Assessment, select **Take my HA now**

#### **Health Record**

*Your health history in one secure location*

Keep your medical records organized, secure and easily accessible for emergencies and everyday use. Enter your information such as dates of immunizations, tests and screenings, prescription and over-the-counter drugs you take, and medical conditions. Print and share with your doctors to help avoid potential drug interactions and duplicative tests and procedures.

To use the Health Record:

- Log in at **anthem.com**
- Select **Health & Wellness**
- Select **Start your Health Record**

#### **LiveHealth Online**

With LiveHealth Online, you don't have to schedule an appointment, drive to the doctor's office, and then wait for your appointment. You don't even have to leave your home or office. Doctors can answer questions, make a diagnosis, and even prescribe basic medications when needed. With LiveHealth Online, you get:

- Immediate doctor visits through live video.
- Your choice of board-certified doctors.
- Private, secure, and convenient online visits.

Members who register pay the following:

- Premier Plan — \$10 copay
- Standard Plan — \$15 copay
- HDHP — 0% after your deductible has been satisfied

**To enroll, download the app on your mobile device and complete the About You page, or sign up on your computer at [livehealthonline.com](https://livehealthonline.com).**

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## LiveHealth Online Psychology

*A convenient way to see a therapist or psychologist.*

If you're feeling stressed, worried, or having a tough time, you can talk to a licensed psychologist or therapist through video using **LiveHealth Online Psychology**. It's private and, in most cases, you can see a therapist within four days or less.<sup>3</sup> All you have to do is sign up at [livehealthonline.com](https://livehealthonline.com) or download the app to get started. The cost is similar to what you'd pay for an office therapy visit.

### Make your first appointment — when it's convenient for you

- Use the app or go to [livehealthonline.com](https://livehealthonline.com) and log in.
- Select **LiveHealth Online Psychology** and choose the therapist you'd like to see, or call LiveHealth Online at **844-784-8409** from 7 a.m. to 11 p.m. You'll receive an email confirming your appointment.
- You pay the following:
  - Premier Plan — \$10
  - Standard Plan — \$15
  - HDHP — \$0 after your deductible has been satisfied

**Note:** Appointments subject to availability of a therapist.

## Special Offers

*Discounts on health-related products and services*

Enjoy members-only discounts on vitamins, health and beauty products, chiropractic care, acupuncture, massage therapy, LASIK eye surgery, eyeglass frames and contact lenses, hearing aids, and audiology services, fitness center memberships, and weight loss programs.

To access all discounts:

- Log in at [anthem.com](https://anthem.com)
- Select the **Discounts** tab

## Patient Ratings & Reviews

*Doctor recommendations from your peers*

Choosing a doctor is one of the most important choices you make for your healthcare. When you find the right one, it can make all the difference in the world and lead to better care and better health. Use our improved Patient Ratings & Reviews tool to see ratings and comments from other patients who have seen a doctor. It can help you make the right choice for you.

Patient Ratings and reviews can be found on [anthem.com](https://anthem.com). Choose Find a Doctor, search for a doctor, and see what ratings are available and what others have to say.

**Not registered at [anthem.com](https://anthem.com)? Sign up now for access to personalized service and resources. It's fast, convenient, and secure.**

# Health and wellness programs

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**The programs you read about here come with your health plan. There is no extra cost for them.**

To learn more about these programs online, log in to [anthem.com](https://www.anthem.com) and select the **Health and Wellness** tab.

## Take charge of your health and the choices you make

We all have different health needs. Maybe you're fit and want to stay that way. Maybe you're living with a chronic condition like asthma. No matter where you fall, our Health and Wellness programs are here to give you all the help you need to live healthier. From tips and tools you can find online to nurses you can talk to on the phone, we can help you take better control over your health. And it can give you the power to make the decisions that are right for you.

### 24/7 NurseLine

Within the emergency and urgent care section, we told you about the 24/7 NurseLine that comes with your plan to help you with healthcare decisions you need to make, whenever you need to make them. Just call the 24/7 NurseLine toll-free number to get answers to questions like these:

- Can the problem be treated at home?
- Do you need to see your doctor?
- Should you head straight to the emergency room?

Making the right call can help you avoid unnecessary worry and costs. It can also safeguard your health and the health of your family.

**To reach 24/7 NurseLine, call 800-337-4770.**

### Building Healthy Families

Every family grows in its own way. That's part of what makes each one unique. Anthem's new, all-in-one program, at no extra cost to you, can help your family grow strong whether you're trying to conceive, expecting a child, or in the thick of raising young children.

Building Healthy Families offers personalized, digital support through the Sydney<sup>SM</sup> Health mobile app or on [anthem.com](https://www.anthem.com). This convenient hub offers an extensive collection of tools and information to help you navigate your family's unique journey.

When you enroll in Building Healthy Families, you can count on personalized support at every stage. You'll have unlimited access to:

Digital tools and resources for pregnancy and beyond

- Track your ovulation.
- Monitor prenatal health risks, such as blood pressure and weight.
- Receive updates on your pregnancy progress, like development of your baby and body changes.
- Log feedings, diaper changes, growth, vaccinations, and developmental milestones.



### Health and wellness expertise for your family and pregnancy

- Talk to a health coach via chat or phone during pregnancy about your questions and concerns.
- Explore a library with thousands of educational articles and videos.
- Connect with a maternity nurse and access lactation support.

### ConditionCare

If you or someone you love has an ongoing illness or health problem, let us help you get more out of life. Our ConditionCare nurses help people of all ages take care of the symptoms of asthma and diabetes. They work closely with adults who have chronic obstructive pulmonary disease (COPD), heart failure, and coronary artery disease. With ConditionCare, you'll receive the information you need to help you feel your very best. Our ConditionCare nurses gather information from you and your doctor. Then they create a personalized plan for you.

**Information and support are as close as your phone.**  
**To speak to a ConditionCare Nurse, call 800-445-7922.**

### MyHealth Advantage

*MyHealth Advantage can keep you and your bank account healthier.*

MyHealth Advantage connects your claims, doctor reports, personal health history, and other information for a bigger picture of your health. If we see things you can act on to help improve your health or save money, you'll get a MyHealth Note — a confidential health summary. The program can help you keep health issues from developing or becoming serious. That means lower healthcare costs down the road.

MyHealth Notes are mailed to you, or you can read our suggestions on your iPhone or Android device by downloading the Anthem Sydney app. With this app, you have the option of receiving personalized health messages on the go via the Secure Message Center.

### Healthy Lifestyles

Healthy Lifestyles is a free online program that gives you support and rewards to help you stay healthy or get healthier. Whether you want to quit smoking, lose weight, eat right, exercise more, or manage stress, Healthy Lifestyles helps you set goals, track your progress, and earn rewards.

With Healthy Lifestyles, you can:

- Sign up for a program to quit smoking
- Use nutrition and fitness trackers
- Find healthy recipes
- Join community and online forums
- Receive discounts on massages, gym memberships, and spa services

**To learn more, visit [anthem.com](http://anthem.com).**

# Health and wellness programs *(continued)*

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## **Total Health Connections**

*With a dedicated advocate in your corner, healthcare is easier at every step*

Total Health Connections is about making sure you and your family experience healthcare in a way that helps you feel confident, covered, and protected.

With Total Health Connections, you have your own personal health champion, called a family advocate. Your dedicated family advocate is here to help you and your family through unexpected emergencies and everyday health needs. They stay one step ahead, helping you get the care and support you need today and down the road — at no extra cost to you.

Here's how you'll benefit:

### **A dedicated family advocate**

Your family advocate is here to connect you with the right care at the right time with proactive, inclusive, and compassionate support. They can help you:

- Find top-quality doctors, specialists, and care facilities in your health plan and help schedule appointments.
- Stay on top of preventive care and manage chronic conditions.
- Understand your health plan and all the benefits available to you from your employer.
- Quickly get preapprovals for urgent medical needs, like surgery.
- Connect with our in-house clinical experts. These experts work with you and your doctor to create a personal care plan that supports your overall wellness and ongoing health needs.

### **A connected health record**

You and your advocate, doctors, and pharmacist all have access to the most up-to-date information on your health in a single record. These real-time insights can help improve your care and may lower your healthcare costs over time.

### **Attention to your whole health**

Your physical health impacts your overall well-being, yet it's just one piece of the puzzle. Whole health also includes your mental health, along with social and community needs. Your advocate helps you get the care you need in the way that works best for you. They can also connect you with community resources to help with food, child care, transportation, and other social, financial, or mental health concerns.

### **Everything you need, right on the app**

The Sydney<sup>SM</sup> Health mobile app gives you a quick way to:

- Chat with an advocate.
- Check costs and view your health plan details.
- Find additional benefits available through your employer.
- Use your digital ID card.
- Find local doctors in your plan.
- Find cost and quality information for doctors, facilities, and common procedures.
- Track your health goals and activity.
- Access virtual care through video visit or text chat.

**Connect with your family advocate with a quick download of the Sydney Health mobile app from the App Store<sup>®</sup> or Google Play<sup>™</sup>.**