

Your health is personal. Your healthcare should be, too.

Discover how our health benefits and dedicated Family Advocates support all your needs



The Total Health Connections experience

You can count on Total Health Connections for your everyday and unexpected health needs. This program is part of your health plan and offers enhanced benefits and a dedicated Family Advocate as your single point of contact who is ready to help with answers and information. They can connect you and your family with programs that support your whole health, including the physical, mental, and social aspects of your well-being.

Your Family Advocate can help you:

- Find quality care providers and facilities in your plan's network.
- Schedule appointments.
- Understand your benefits, including wellness rewards.
- Stay on top of preventive care and connect you to resources to help you manage your health.

“My Advocate was extremely helpful and very professional. He immediately called the provider and got the problem resolved. Then, he explained what happened and what they were doing to fix the issue along with a timeline. That’s the way you should do business.” – Total Health Connections member

Feel secure with personalized benefits

Total Health Connections also gives you access to:

- **Clinical Advocates**, such as registered nurses, work with your doctor to create personalized care plans for you, as needed.
- **Building Healthy Families** provides guidance and resources for growing your family, having a baby, or raising children age 5 and under.
- **Behavioral Health Resource Center** provides expert, confidential, and compassionate care for your mental health virtually or in person, 24/7.

Scan this QR code with your phone's camera to learn more about your Family Advocate.



Sydney Health app

Connecting you with your health plan, no matter where you are

With the **Sydney Health** app, you can connect to everything you need to know about your Anthem benefits — personalized and all in one place. **Sydney Health** makes it easier to keep things organized, so you can spend more time focused on your health.

With a few taps, you can access plan details, Member Services, virtual care and wellness resources. The app stays one step ahead of your needs — moving your health forward by building a world of wellness around you.

Download the app

Search for **Sydney Health** on the App Store® or Google Play™. You can also scan this QR code with your phone's camera or text **12345** to **67890***.



Your Family Advocate is here for you

Connect with your Advocate by:



Calling **1-877-814-9709**.



Logging in to the **Sydney Health** app.

To find care providers near you, visit **anthem.com** or use the **Find Care** tool in the app.



* Message and data rates may apply.

The Back and Joint Pain Program is offered in partnership with Livara, a separate company, providing musculoskeletal management solution on behalf of your health plan.

Carelon Insights, Inc. is a separate company providing benefit management 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 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.

Carelon Health, Inc. is a separate company providing care management services on behalf of Anthem Blue and Cross Blue Shield.

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. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. and Community Care Health Plan of Georgia, 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 17 southeastern counties of New York: Anthem HealthChoice Assurance, Inc., and Anthem HealthChoice HMO, Inc. In these same counties Anthem Blue Cross and Blue Shield HP is the trade name of Anthem HP, LLC. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield, and its affiliate HealthKeepers, Inc. trades as Anthem HealthKeepers providing HMO coverage, and their 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 (BCBSW), 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.