

Total Health, Total You

The right people. The right tools. The right answers. The right time.



With **Total Health, Total You**, you get simple, personalized and relevant health support you need, when you need it most. From getting quick answers to connecting you to a primary care nurse for guidance on the more complicated stuff, it's care tailored to *your* needs.

It starts with a download

Sydney: so much more than just a mobile health app

Access your **Total Health, Total You** benefits with the Sydney app. Find everything you need to know about the resources available to you right through your smartphone. Sydney gives you a simple, personal experience that's all about you and your health care needs.

With the Sydney app, you can:

- See medical and pharmacy benefits all in one place.
- Pull up your member ID card.
- Check spending to date.
- Search for doctors and hospitals in your plan or find an urgent care center.
- Check reviews and compare costs for care.

Plus, you can connect to your care team through click to chat or call.

Download the Sydney app to see how easy it is to get things done.

Total Health, Total You: the personal touch you deserve

Sometimes you just need one-on-one support when it comes to your health care needs — big or small. That's where our **Health Guide** comes in. Our health guides do more than just answer questions. Health guides give you the extra guidance, support and resources to put you at ease.

For personalized and consultative support, just chat online or use your Sydney app to connect to a **Health Guide** who can help you:

- Stay on top of your follow-up and preventive care reminders and appointment-scheduling support.
- Arrange care before or after a surgery or hospitalization.
- Find the right doctors, specialists or care facilities for you and your family.
- Connect with the right benefits and programs for your health care needs, like nurse care manager support for managing chronic conditions.

**Always have us at your fingertips.
Download the Sydney app today!**

Just search for **Sydney** in the App Store. You can also call us at the number on the back of your ID card. **1-877-814-9709**



See **Total Health, Total You** in action. Flip over for examples on how this solution has worked for some members.

See your team in action

The Total Health, Total You team gives you the personalized support you need.

Care management that goes the extra mile



Meet Kimberly and her Care Manager*

Kimberly is learning how to keep her rheumatoid arthritis in check. With the Sydney app, she is able to tap into valuable resources all in one spot. The app helps her locate labs for her infusions by location, search for covered insulin or locate primary care doctors in her area. Plus, she gets support from her Care Manager, who connects with her doctor to ensure she's following her treatment plan. Kimberly can also count on timely messaging, articles, tips, care alerts and notifications based on her claims and clinical data.

Support through a complicated surgery



Meet James and his Anthem Primary Nurse*

James is struggling after back surgery. So his Anthem Primary Nurse sets up in-home visits with nurses and a physical therapist. During these visits, James mentions his appetite hasn't been the same since the surgery. His Anthem Primary Nurse contacts his doctor, who prescribes medicine to increase James' appetite. Plus, a dietitian who is part of James' health care team at Anthem shows him how to get the calories he needs. With this extra support, James is able to focus on healing instead of juggling appointments.

Care management that goes the extra mile



Meet Alice and her Health Guide*

Alice needs an MRI for her hip and has lots of questions. Where does she go first? How much will it cost? Is it covered by her plan? Alice calls her Health Guide, who explains her benefits and how she can use Estimate Your Cost on the Sydney app to find a highly-rated, but affordable doctor. The Health Guide even schedules Alice's MRI appointment.

* The people and situations in these examples aren't real. They're only used to show how the services work.

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