



Your care on your time

Find 24/7 support through text, chat, or Alexa

Your care is personal. The way you access your Anthem health plan should be, too. That's why our digital tools make it easy to find real-time answers and support in a manner that suits you best. Whether you prefer interactive chat, hands-free voice commands, or live chat, you now have solutions to help you feel supported during every moment of health.



Sydney Health

Our SydneySM Health mobile app provides quick access to your health plan information — all in one place. The app's interactive chat feature helps you navigate your benefits with greater ease. Simply type your questions in the app to find answers quickly. Sydney Health can also suggest resources to help you understand your benefits, improve your health, and save money.

How to use Sydney Health's interactive chat

Download the app

- Download the Sydney Health app from the App Store[®] or Google Play[™].
- Register or log in to your account using your Anthem username and password.
- Look for the interactive chat feature icon, then type in your questions.

Use the Sydney Health interactive chat feature to:

- Search for doctors, hospitals, labs, and other healthcare professionals in your plan's network.
- Check costs for care before you see a doctor.
- Pull up your digital member ID card.
- See what your plan covers.
- Find your deductible, copay, and share of costs.
- Access your spending account balance.



Download the Sydney Health app today

Find the answers and support you need, right when you need them.



Use your smartphone camera to scan this QR code and download Sydney Health.





Live Chat

Available on Sydney Health or **anthem.com**, our Live Chat tool enables you to chat in real-time with a representative who can answer your benefit questions or connect you with others who can help.

How to use Live Chat

Log in to Sydney Health or **anthem.com**:

1. For Sydney Health, go to the **Menu** tab and under **Get Support**, select **Start a live chat**.
2. For **anthem.com**, choose **Live Chat** under the **Support** tab.

Choose your chat topic:

Once you start a chat, select a topic or program to connect with a representative who can best help you. Topics include:



24/7 NurseLine



Maternity and baby benefits



Behavioral health



Pharmacy



Benefits, coverage, and claims



The Anthem Skill for Alexa

The Anthem Skill works through Alexa-ready devices, such as an Amazon Echo, or on your mobile device using the Amazon Alexa app. It's hands free, so to use it say the words "Alexa, ask Anthem" and then add your question or topic.

How to use the Anthem Skill

Steps to enable the Anthem Skill:

1. Download the Amazon Alexa app from the App Store® or Google Play™.
2. Go to **Skills and Games** and search for the **Anthem Skill**. Then tap **Enable to Use**.
3. Enter your Anthem username and password to link the Anthem Skill with your Anthem account.
4. Set up your Alexa voice profile and passcode if you haven't already.
5. Ask Alexa for help by saying, "Alexa, ask Anthem..."

Ways the Anthem Skill can help you:

- Ask for your digital member ID card.
- Check your deductible and out-of-pocket maximum.
- Refill, renew, cancel, and check the order status of home-delivery prescriptions.
- Access your spending account balance.
- Schedule a call with our Member Services team.
- Search for a doctor, specialist, or facility.
- Access claim information.
- Learn the meaning of a healthcare term.