

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.
- **ConditionCare** helps you better manage chronic conditions — such as diabetes, hypertension, asthma, chronic obstructive pulmonary disease (COPD), and heart disease — through coordinated care, 24/7 access to nurses, personalized support from healthcare professionals, and educational tools.
- **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.

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.

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