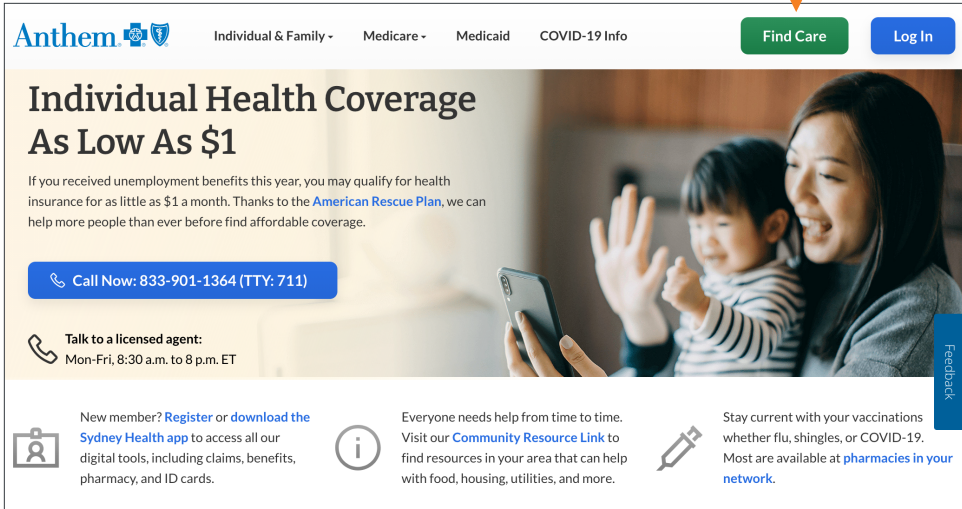


How to find a HealthSync provider

Step 1

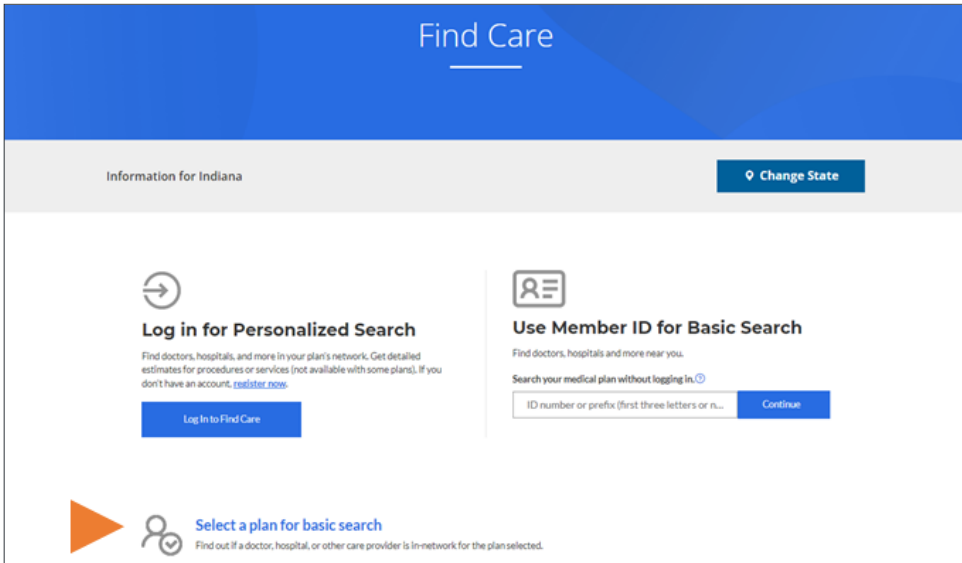
- Go to [anthem.com](https://www.anthem.com)
- Click on **Find Care** in the upper right corner



The screenshot shows the Anthem website homepage. At the top right, there is a navigation bar with links for 'Individual & Family', 'Medicare', 'Medicaid', and 'COVID-19 Info'. A green 'Find Care' button and a blue 'Log In' button are positioned in the upper right corner. The main content area features a large banner for 'Individual Health Coverage As Low As \$1' with a photo of a woman and child. Below the banner, there are three informational sections: 'New member? Register or download the Sydney Health app', 'Everyone needs help from time to time. Visit our Community Resource Link', and 'Stay current with your vaccinations whether flu, shingles, or COVID-19. Most are available at pharmacies in your network.'

Step 2

- Click on **Select a plan for basic search**



The screenshot shows the 'Find Care' search page. At the top, there is a blue header with the text 'Find Care'. Below the header, there is a section for 'Information for Indiana' with a 'Change State' button. The main content area is divided into three search options: 'Log in for Personalized Search', 'Use Member ID for Basic Search', and 'Select a plan for basic search'. The 'Log in for Personalized Search' option includes a 'Log In to Find Care' button. The 'Use Member ID for Basic Search' option includes a search input field and a 'Continue' button. The 'Select a plan for basic search' option includes a 'Select a plan for basic search' button.

Step 3

- For type of care, select **Medical Pan or Network**
- For state, select **Indiana**
- For how you get insurance, select **Medical (Employer-Sponsored)**
- For plan/network select **Anthem HealthSync Options POS**

HINT: There are several network options to choose from, the HealthSync Options POS is the fourth option on the dropdown box.

- Select **Continue**

Select a plan for basic search

Select the type of plan or network

Medical Plan or Network (may also include dental, vision, or pharmacy benefits) ▼

Care Providers for Behavioral Health & Substance Use Disorder Services are listed under Medical plan or network.

Select the state where the plan or network is offered. (For employer-sponsored plans, select the state where your employer's plan is contracted in. Most of the time, it's where the headquarters is located.)

Indiana ▼

Select how you get health insurance

Medical (Employer-Sponsored) ▼

Select a plan or network

Anthem HealthSync Options POS ▼

Cancel Continue

Step 4

- Input **City, County, or Zip** (The program will provide dropdown boxes for you to select a City and State)
- Input **Search for care**. Most popular search is *General/Acute Hospital or Primary Care (Doctor)*
- You can also input your doctor's name or name of hospital in the search function. The search feature will provide names for you to select.

HINT: You can click on any of these options for frequently searched care options.

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Finding care in Anthem HealthSync Options POS


[Change Plan](#)


Care Action Items


Find a testing center near you with our [COVID-19 Test Site Finder](#)


Search by Care Provider ⊙


 Primary Care


 Urgent Care


 Behavioral Health


 Lab (Blood Work)


 Imaging (MRI or X-ray)

Step 5

- View your search results then click on **Recognitions**

HealthSync providers have a **Tier 1** Recognition

In-network providers have a **Tier 2** Recognition

Step 6

Quick Search for Tier 1—HealthSync providers

- Go to the left side of the screen and find **Sort by**. Scroll down to **Recognitions**. Then Select **Tier 1**. This will show only doctors and hospitals in HealthSync, Tier 1.

Experience as a member

- Login to **Sydney** or **anthem.com** using your username and password
- Click **Find Care** from the home screen

Experience as a member (cont'd)

- Set your zip code and then select the type of provider or care you need.

The search results will be sorted by providers that are Tier 1 first.

You can confirm they are Tier 1, by clicking on **Recognitions/Tier**. A box will pop up confirming they are a Tier 1 provider