Sydney Care mobile app can help members assess their potential risk for COVID-19

I recently shared some exciting news about the Sydney Care^{SM} mobile app and how it would help members understand their symptoms and connect with a doctor through a telehealth session. Here's an update on the app and how members can use it.

Members can now assess their symptoms and potential risk for COVID-19 using the free **Sydney Care** mobile app. It's fast, easy, and they don't have to leave home to do it.

The app is available for iOS and Android devices. Members can download it from the App Store$^®$ or Google Play™ and get started in just minutes.

If needed, the app will connect them to a doctor through a Virtual Care text session or a LiveHealth Online video chat session.

The doctor they'll see can assess symptoms, help them understand whether they're at risk for COVID-19, and let them know whether they need to visit a local health care provider for COVID-19 testing.

Optional telehealth benefits
We recommend members use telehealth when possible to help prevent the spread of infection and improve access to care.

Visits with Anthem's telehealth provider, LiveHealth Online, are available to members at no extra cost through June 14, 2020. Or they can get one virtual text visit through Sydney Care free through June 14, 2020. Additional virtual text sessions cost $19 each. If telehealth isn't part of your plan, then members may have out-of-pocket expenses for this service.* We'll also waive cost sharing for phone or video telehealth visits with doctors in members' plans.

We'll continue to keep you updated on COVID-19 coverage and health plan news as it emerges. Check our COVID-19 web page for the latest news.

Sincerely,

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