



# We've expanded your virtual care options

Now your health plan's virtual care also includes chats with healthcare professionals and primary care by appointment. For your convenience, this added care option is accessible in one location — our Sydney<sup>SM</sup> Health app.

**Get urgent, primary, and specialty care through our Sydney Health app**

We've been offering individuals in our health plans virtual, urgent, and specialty care through LiveHealth Online for more than a decade, but we know people want increased access to care virtually. That's why we created a faster, more-convenient way to access all types of care.

We sought out top-quality doctors specifically trained in virtual primary care, and with the help of K Health, we've expanded our urgent care and ongoing care options by adding primary care to Sydney Health. This includes virtual annual preventive care (wellness) visits.<sup>1,2</sup>



# 86%

of consumers who use **virtual care** visits love them<sup>3</sup>

## Virtual primary care can save you time and money

Sydney Health gives you access to virtual primary care at **low or no additional cost** so you can feel confident about your health and protected in your time of need. Your care team will be up to date on your current virtual care visits to give you personalized care.

And if you ever need help with your health plan or accessing your virtual care, you can **chat with a live agent**. It's our promise to provide you with greater access to healthcare when and where you need it.

When you download our Sydney Health app, you can receive:



**Comprehensive primary care**, coordinated by a care team.



**Unlimited access to care** for common health concerns, like flu or allergy management, as well as prescription refills and referrals.<sup>4</sup>



**Preventive care** through virtual annual wellness visits and lab screenings.<sup>1,2</sup>



**Urgent care, 24/7.**



**Guidance on the care you need** based on feedback you provide in the Symptom Checker.



**A personalized care plan** and follow-up visits.









Scan this QR code with your phone's camera to download our Sydney Health app.



# Virtual care options that come with your health plan



All your virtual care will be provided through our Sydney Health app. After you log in to the app, you have several paths to choose from, depending on the type of care you need. Certain care and programs are handled by LiveHealth Online, and others by K Health. No matter what care you need, your starting point is always Sydney Health, and you can be confident in the quality of the care you will receive. To get started, on the homepage, select **Care** and then **Virtual Care**.

Care or service	Virtual care service/provider	Hours available
 <b>Urgent care</b> Cough, cold, rash, pink eye, bladder issues, minor cuts, sprains, etc.	LiveHealth Online and K Health	24/7
 <b>Primary care</b> <ul style="list-style-type: none"> <li>Annual preventive care visit</li> <li>Chronic condition management</li> </ul>	LiveHealth Online and K Health	Monday through Friday, 9 a.m. to 9 p.m. ET Saturday and Sunday, 9 a.m. to 5 p.m. ET
 <b>Mental health</b> <ul style="list-style-type: none"> <li>Anxiety</li> <li>Depression</li> </ul>	LiveHealth Online	By appointment
 <b>Symptom Checker</b> Uses an individual's feedback to determine next steps in care.	K Health	24/7
 <b>Prescriptions</b> — new and refills <sup>4</sup>	LiveHealth Online and K Health	Chat is available 24/7, video visit varies based on the care or service
 <b>Dermatology</b>	LiveHealth Online	7 days a week

<sup>1</sup> Eligible employees are those who have not yet had a wellness visit during the plan year, either virtual or in person, and their organization has chosen to offer the virtual primary care experience without a limit or cap under your benefit plan. If an employer group has a cap on the number of preventive care (wellness) visits and the employee has exceeded the cap but would like to have another wellness visit, they may be responsible for copays and other out-of-pocket costs for the visit. Employees should consult their benefit plan and/or contact Member Services if they have any questions.

<sup>2</sup> Your virtual annual preventive care (wellness) visit is covered in full unless your employer has a limit or cap under your benefit plan.

<sup>3</sup> Amwell: *From Virtual Care to Hybrid Care: COVID-19 and the Future of Telehealth* (accessed September 2023); americanwell.com.

<sup>4</sup> Your doctor will determine if a prescription is needed at time of visit.

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.

Other virtual care services offered through an arrangement with LiveHealth Online.

Virtual text and video visits powered by K Health.

LiveHealth Online is offered through an arrangement with Amwell, a separate company, providing telehealth services on behalf of your health plan.

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## You also can call 24/7 NurseLine anytime, day or night

Talk to a nurse about your health questions and receive guidance on where to go for care, if needed. This service comes with your health plan at no additional cost. Call **800-337-4770**. This number is also located on the back of your health plan ID card.