

Virtual Medical & Behavioral Health



When members need non-urgent health care, LiveHealth Online offers faster and easier access to doctors via computer, smartphone, and tablet.

It is available **24 hours a day, 7 days a week**. And now, LiveHealth Online offers access to licensed psychologists, therapists, and board-certified psychiatrists.

Visit with a board-certified doctor

- See a board-certified doctor in about 10 minutes
- Receive medical care anytime, anywhere using your smartphone, tablet, or computer with a camera
- Use as an alternative for non-emergency conditions such as colds, flu, sore throat, sinus infection, and allergies

Or a licensed therapist²

- Connect with a therapist or psychologist to talk to privately
- Psychiatrists provide medication³ management
- Appointments are available 7 days a week, schedule online, or via phone
- Receive care for stress, anxiety, depression, grief, and other conditions

96%

Doctor Satisfaction Rating¹

94%

Visit Satisfaction Rating¹

99%

Booked an appointment sooner



New! Live Health Online - Healthy Sleep

- Provide patients with easy access to sleep specialists who diagnose sleep disorders and design treatment plans to improve sleep and overall health.

¹ LiveHealth Online Medical & Psychology consumer post-visit survey results.

² Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please call 1-800-273-8255 (National Suicide Prevention Lifeline) or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

³ Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online. Psychiatrists on LiveHealth Online will not offer counseling or talk therapy.



Connect with virtual support using Sydney Health

Now you can connect more easily to the care you need through the Sydney Health mobile app. Have a live video visit with a board-certified doctor on your mobile device or computer with a camera.

Visit with a doctor for common health concerns

Doctors are available 24/7 with no appointments or long wait times. During an online video visit, doctors can assess your condition, give medical advice, and send prescriptions to the pharmacy of your choice, if needed.¹

What people say about online visits²



96%

Said the person they saw (provider) was professional and helpful



96%

Felt provider understood their concerns



94%

Were able to book a virtual visit sooner than an in-person visit

A doctor can help with these conditions through a video visit:

- ✓ Coronavirus
- ✓ Flu
- ✓ Cold and fever
- ✓ Minor rashes
- ✓ Sore throat
- ✓ Headaches

Download the Sydney Health app or sign up at [anthem.com/ca](https://www.anthem.com/ca) today to connect with a doctor online when you need care.



¹ Prescription availability is defined by physician judgment.

² Based on Sydney Health utilization trends from top national clients.

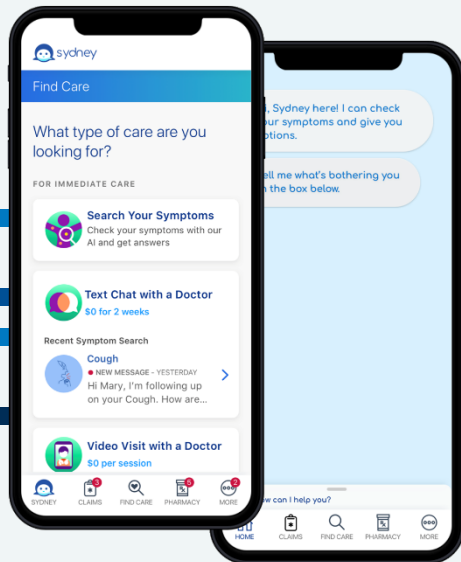
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Virtual Care integration

A digital-first approach with Sydney Health

Access Mental Health Doctors/Therapist and Medical Professionals at the tip of your fingers.

Check symptoms and engage in a virtual chat visit



Connect seamlessly with physician via video visit



Receive proactive recommendations

