Extra COVID-19 support for members

Members can see a doctor online at no extra cost through June 14, 2020 and enjoy flexible pharmacy benefits and more.

I'm writing today to share important changes to our benefits in response to COVID-19. We're making changes to expand access to care, eliminate certain out-of-pocket expenses and offer guidance and support to our customers and members.

We're changing members' benefits to give them extra support right now, including online visits with board-certified doctors 24/7 at no cost through June 14, 2020.

Here's how your Anthem plan helps:

- **Check symptoms and get doctor visits from home.** Members can download the free Sydney Care mobile app for a quick and easy way to evaluate symptoms. They can connect with a doctor through a LiveHealth Online video session or a Virtual Care text session right from their smartphone. The doctor they connect with can evaluate their 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 in person for COVID-19 testing. LiveHealth Online is available for members at no extra cost through June 14, 2020.

  Sydney Care is available to download now on Android or iOS. This app should accompany the Sydney Health app. Coronavirus Assessment functionality is in development and expected to be available within the next week. Members can also log in to their anthem.com account and connect to LiveHealth Online.

- **They'll rest easy with more flexible pharmacy benefits.** Members can refill most prescriptions early. Anthem is relaxing early prescription refill limits, where permitted, for members who wish to receive a 30-day supply of most maintenance medications early.

  Additionally, if your plan includes a 90-day mail-order pharmacy benefit, members should talk to their doctor about whether changing from a 30-day supply to a 90-day supply is appropriate. They can get their 90-day supply through our home delivery pharmacy for most medications. They can call the Pharmacy Member Services number on their ID card to learn more.

- **If members need a COVID-19 test, it's covered.** Your Anthem health plan covers COVID-19 testing and the visit where they get the test with no out-of-pocket costs. If they're diagnosed as having COVID-19, your Anthem health plan benefits apply to treatments.

Help your employees stay informed:

- Read the [FAQs](#).
- Share this COVID-19 flier to help educate.
- Encourage them to visit [anthem.com/blog](http://anthem.com/blog) for the latest news, prevention information and benefit options.

In this challenging and uncertain time, we're dedicated to helping our customers and the health of our communities, and Anthem is working hard to remove barriers to accessing...
the care our members need. Thank you for choosing us as your healthcare partner.

Sincerely,

Pete D. Haytaian
Executive Vice President and President, Commercial and Specialty Business Division

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LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

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LiveHealth Online®

Easy, fast doctor visits. All from the comfort of your own computer or mobile device.

Talk to a doctor today, tonight, anytime — 365 days a year. Just enroll at livehealthonline.com or on the free mobile app.
Now you can get the health care you need without all the hassle

Have a health question? Under the weather? With LiveHealth Online, you don't have to schedule an appointment, drive to the doctor's office, and then wait for your appointment. In fact, you don't even have to leave your home or office. Doctors can answer questions, make a diagnosis, and even prescribe basic medications when needed.*

With LiveHealth Online, you get:
- Immediate doctor visits through live video.
- Your choice of U.S. board-certified doctors.
- Help at a cost that is same as your office visit copay or $49 per visit, subject to deductible and coinsurance, depending on your health plan benefits.
- Private, secure and convenient online visits.

What are the qualifications of the doctors you consult via LiveHealth Online?
- U.S. board-certified.
- Average 15 years practicing medicine.
- Mostly primary care physicians.
- Specially trained for online visits.

When can you use LiveHealth Online?
As always, you should call 911 with any emergency. Otherwise, you can use LiveHealth Online whenever you have a health concern and don't want to wait. Doctors are available 24 hours a day, seven days a week, 365 days a year. Some of the most common uses include:
- Cold and flu symptoms such as a cough, fever and headaches
- Allergies
- Sinus Infections
- Family health questions

Start a conversation now.
Just enroll for free at livehealthonline.com or on the app, and you’re ready to see a doctor.

Not available with HRA plans and plans purchased through the Connecticut Health Insurance Marketplace known as Access Health CT.

*As legally permitted in certain states.

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Get the most from your MAP
See a psychologist or therapist right at home

It’s quick, easy and private
If you’re feeling stressed, worried, or having a tough time, you may want someone to talk to. Now, you can use your Member Assistance Program (MAP) to have a video visit with a licensed therapist using LiveHealth Online. Talk with a therapist from your home or wherever you have Internet access and privacy.¹

Scheduling a visit is easy. In most cases, you can make an appointment to see a therapist within four days or less.* This may be sooner than waiting for an office visit.

Counselors on LiveHealth Online can help you with:
- Stress
- Anxiety
- Depression
- Relationship or family issues
- Grief
- Panic attacks

Make your first appointment — when it’s easy for you:
- Give your MAP a call at 1-855-686-5615 and ask about therapy visits.
- The MAP representative will tell you more about therapy options, including video visits using LiveHealth Online on your computer, smartphone or tablet.
- If video visits are right for you, the MAP representative will give you details about how to schedule a visit as well as a special coupon code.
- You can review a therapist’s background and qualifications and choose one who’s available and right for you.
- You’ll receive a confirmation email once you’ve scheduled a visit.

A few more details
Private therapy visits using LiveHealth Online are free with your MAP. And you can get up to 3 visits per issue per 12 months for qualifying issues.

Your visit will last about 45 minutes and you can set up a future visit if you need one. Keep in mind therapists do not prescribe medication.

Ask your MAP for a coupon code for FREE online therapy visits with LiveHealth Online.