



Sydney Care is a mobile app that is available for Anthem members and non-members. It offers a Symptom Checker that matches the user's symptoms to information about how similar people were diagnosed and treated for those symptoms. **Sydney Care** then offers a virtual visit with a board-certified physician. While Sydney Care shouldn't replace a Primary Care Physician, it can be used as a first line of defense if a condition is not an emergency.

When the user opens the app, **Sydney Care** asks the user about his or her symptoms. Each dialogue is unique. The user then has the option to have an in-app text chat or video visit with a board certified physician. The physician can make a diagnosis, prescribe medication, order lab work and give a specialist referral.

- Anthem has developed a **Coronavirus Assessment** on the **Sydney Care** mobile app. Anyone can download and use the assessment at no cost. The **Coronavirus Assessment** is based on the guidelines from the Centers for Disease Control and Prevention (CDC) and National Institutes of Health (NIH) to help individuals quickly and safely evaluate their symptoms and assess their risk of having COVID-19.
- The tool provides a risk score of low, medium or high depending on the answers provided. If the member has questions about the results, he or she can connect directly to a board-certified physician via text or secure two way video via the **Sydney Care** App. The physician can then recommend care options.

A major benefit of **Sydney Care** is that it is available when doctor's offices may be closed. You may also direct your customers to this link that provides all information related to COVID-19 as well as links to **Sydney Care** app.

<https://www.anthem.com/coronavirus/>

In addition, we issued a press release tonight regarding out of pocket costs for treatment for COVID-19; members will not have to pay anything out of pocket if they get care for COVID-19 from doctors, hospitals and other health care professionals in their plan's network from April 1, 2020 through May 31, 2020. Their COVID-19 testing is covered, too, and they will also pay nothing if they have a telehealth visit with a doctor in their plan through June 14, 2020.