

SydneyHealth App



It's easy. Everything you need to know about your Anthem benefits — all in one place. It's simple, personal and all about you.

The Sydney Health mobile app is a quick and convenient way to:

Check claims

See what's covered and what you owe.

See benefits

Check what your plan covers and how much you might pay.

Find a doctor

Look for doctors in your plan.

Estimate costs

Compare costs and quality for common procedures.

Get discounts

Save on health-related products and services.

Get your ID card

Share, fax or email your ID card right from your device

And when you're not feeling well:



Assess your symptoms

Start with the Symptom Checker and answer a few questions about how you are feeling. You'll receive information and advice tailored to your gender, age, and medical history. The Symptom Checker was built with doctors and medical professionals. It intuitively uses the information you provide to narrow down millions of medical data points and assess your specific symptoms before you even see a doctor.



Connect with a doctor

The app can connect you to a board-certified doctor through a Virtual Text Visit or Video Visit right from your phone or tablet.

Virtual Text Visits offer the convenience and privacy of texting with a qualified doctor anytime, anywhere. Through a Virtual Video Visit, the doctor will be able to see what you're experiencing and diagnose your symptoms. They can talk about your treatment options and order prescriptions and labs, as needed. They can also let you know whether you need an in-person visit as a next step.



Save money

The Sydney Health Symptom Checker and 24/7 Nurse Line are free. Virtual Text and Virtual Primary Care Visits \$0 PPO \$39 HDHP. Virtual Video Visits through LiveHealth Online, including urgent and behavioral health care are \$59 for HDHP or PCP copay on PPO plans and are available 24/7.



Download the free Sydney Health mobile app today. You'll be able to check your symptoms when you're sick and connect to care directly from your mobile device.



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Gallagher

Insurance | Risk Management | Consulting

Ask Your Advocate Team

Put our team to work to maximize your healthcare benefits.

Gallagher is ready to help you get the most from your benefit program by providing support from an advocate at no cost to you. Get assistance with:

1

Explanation of benefits

Is it unclear to you what the insurance covered on a particular claim and what is your responsibility?

2

Prescription challenges

Is the pharmacy telling you that your medication is not covered or charging you full price? Do you need help with an authorization for a medication?

3

Benefits questions

Are you unsure if the insurance company will pay for a certain procedure?

4

Claim issues

Did you receive a bill from a doctor but don't know why?

5

Difficult situations

Are you having difficulty getting a referral? Has the insurance carrier denied a procedure and you want to appeal their decision?



Connect With Us

MET Member

Contact the Benefit Advocate Center for help with:

Explanation of Benefits (EOB)
Prescriptions
Benefit Questions
Claim Issues
Assistance with Appeals
Referral Assistance
Find a Provider

Hours of operation

Monday – Friday

8 a.m. – 6 p.m.

1.833.940.3959

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