

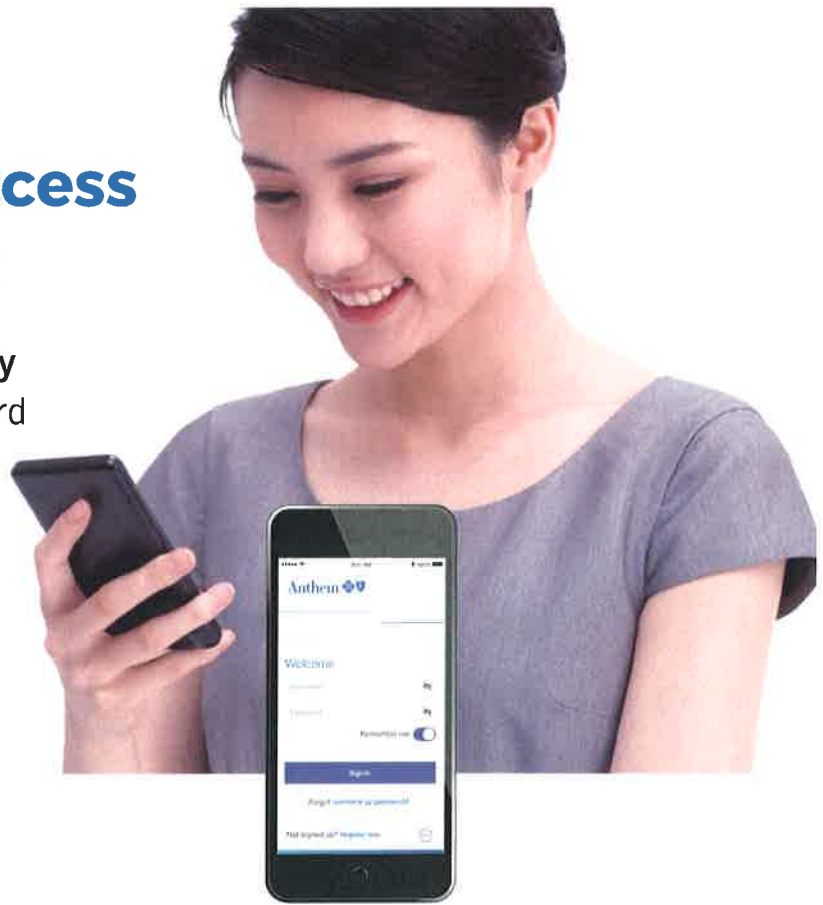
You've got quick access to your health care!

Register on [anthem.com](https://www.anthem.com) or the **Sydney** mobile app.* Have your member ID card handy to register



From your computer

- 1 Go to [anthem.com/register](https://www.anthem.com/register)
- 2 Provide the information requested
- 3 Create a username and password
- 4 Set your email preferences
- 5 Follow the prompts to complete your registration



From your mobile device

- 1 Download the free **Sydney** mobile app and select **Register**
- 2 Confirm your identity
- 3 Create a username and password
- 4 Confirm your email preferences
- 5 Follow the prompts to complete your registration

It's easy. Everything you need to know about your plan — including medical — in one place. Making your health care journey simple, personal — all about you.

Need help signing up?
Call us at **1-866-755-2680**.



*You must be 18 years or older to register your own account

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New Sydney Mobile App and Digital Enhancements Frequently Asked Questions

August 2019

Q: How is Anthem's digital strategy changing to better support me?

A: It's using technology—Artificial Intelligence (AI) and data science—to deliver a more powerful web and mobile experience. It also includes Sydney, our new mobile app. Sydney builds on Anthem Anywhere's features and offers a more personal and human touch to the experience. And it'll expand and evolve over time.

Q: When do I get to meet Sydney?

A: September 1, 2019.

Q: Will Sydney replace the Anthem Anywhere and Engage apps?

A: Yes. Sydney completely replaces both. If you use Engage Basic and Standard, you can stay with those apps until your renewal for 2020. But the Engage app won't be available after that.

Q: Will I have to download the Sydney app?

A: Yes. Anthem Anywhere leaves app stores on September 1, 2019. If you have Anthem Anywhere on your devices after that, the app will still work—but you'll get in-app alerts to download Sydney.

Q: Will I have to re-register on the new app?

A: If you use Anthem Anywhere today, you won't have to re-register. You'll use the same login and password from Anthem Anywhere. If it's your first time using our mobile app, and you've already registered on anthem.com, you can use that login and password with Sydney.

Q: What can I do with Sydney?

A: You'll have access to the features you have now in Anthem Anywhere, plus some new ones. Chatbot technology will get you answers to common questions right away. That means you won't have to call Member Services each time. And Sydney can also match you up with health-care professionals, schedule appointment, and show you what to expect when it comes to costs.

Q: What are some of the new personalized features?

A: A new Health Dashboard brings together personalized program recommendations and information about wellbeing. Other features include scoring tools, support for health goals, integration for health-care devices and health trackers, and more.

Q: Will I still have access to the Online Wellness Toolkit?

A: Yes, and Sydney will also offer these features in its new Health Dashboard. You'll be able to access the Dashboard from your secure web and mobile home screens.

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