Making the choice to go paperless

Provide your preferred email when you enroll in benefits

Going paperless provides easier access to your plan documents, 24/7, so you can have greater peace of mind and confidence when managing your healthcare benefits. When there's a new or updated plan document available on your digital account, you'll receive an email with a link to view the details on our **Sydney℠ Health app** or our website, **anthem.com**. You will get instant updates and secure access to your:

Health plan ID cards. No more waiting for your ID card in the mail. You can download, fax, or email your digital card as needed or save it to the virtual wallet on your smartphone.

Explanation of benefits (EOBs). You can review an EOB as soon as it's available, helping you stay up to date on how your claims are processed and benefits are being applied.

Benefit updates and other legal information.[1] You will be able to review important plan details so you can stay informed on how to take full advantage of your benefits.

You may also receive other email communications about preventive screenings and well-being programs that can help you take care of your health.



Get started with paperless communications

To sign up for digital communications, provide your email address when you enroll in your health plan. You can update or change your preferred email anytime by going to your profile on the Sydney Health app or **anthem.com**.

Anthem

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Accessing your plan documents after enrollment

How to find your ID card online after logging in:

1. On Sydney Health, select the ID card button in the top right. On **anthem.com**, select **ID card** from the options on the right.
2. You can view your own ID card and cards for any plan dependents.
3. Choose whether you want to email, fax, or download your ID card.

How to find your explanation of benefits (EOBs) online after logging in:

1. On Sydney Health, go to the *Claims* tab. On **anthem.com**, go to the *Claims & Payments* tab.
2. Choose **Explanation of Benefits Center**.
3. You can choose to view medical, dental, pharmacy, or vision EOBs.[2]
4. Select the specific EOB you'd like to review.

If you'd like to receive paper documents and communications:

1. Log in to your account on Sydney Health or **anthem.com**.
2. On Sydney Health, type Profile in the chat feature. On **anthem.com**, choose **Profile** in the top right corner.
3. Scroll to the *My Account* section and choose *Communications & Settings*.
4. Under the *Plan Communications Settings* section, confirm your mailing address is correct.
5. Scroll to *Customize Going Digital* and select **Mail** for each communication you want to receive by mail. To switch them all, you can toggle the button under *Go 100% Digital* to off.

Note: You can keep your preference for digital communications and still request a paper copy of any document as needed. Simply chat with us on Sydney Health or **anthem.com** or call the Member Services number on your health plan ID card.

1 May include plan documents and legally required communications like your plan contract, medical determination or grievance and appeals communications, and other information about your plan.

2 An EOB email notification can only be sent for medical or dental Explanation of Benefits (EOB). EOBs for vision are not currently accessible online and will be mailed.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to anthem.com/co/networkaccess. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. and Community Care Health Plan of Georgia, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In 17 southeastern counties of New York: Anthem Healthchoice Assurance, Inc., and Anthem Healthchoice HMO, Inc. In these same counties Anthem Blue Cross and Blue Shield HP is the tradename of Anthem HP. LLC. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield, and its affiliate HealthKeepers, Inc. trades as Anthem HealthKeepers providing HMO coverage, and their service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare Health Services Insurance Corporation (Compcare) or Wisconsin Collaborative Insurance Corporation (WCIC). Compcare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.