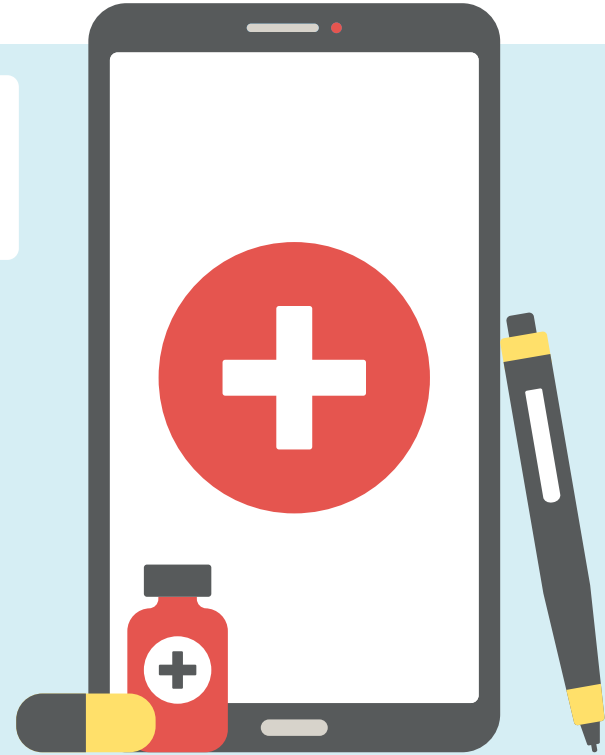
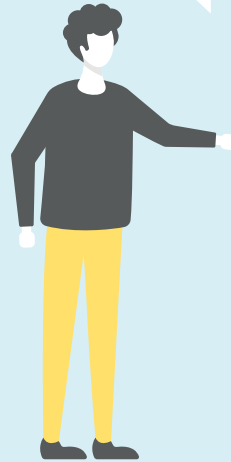
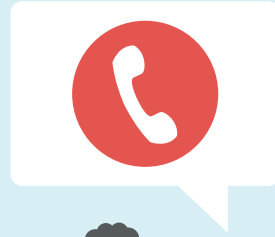


ENHANCED TOOLS AND  
RESOURCES FOR 2023

# A better benefits experience



The SAG-AFTRA Health Plan (the Plan) is pleased to announce several Plan improvements resulting from our expanded relationship with Anthem Blue Cross (Anthem). Starting January 1, 2023, you'll have access to digital tools and additional resources. These include Anthem's Sydney Health app for your smartphone, a one-stop portal for your healthcare information and access to a digital copy of your ID card, as well as expanded customer service with features like Live Chat.

These improvements are in line with the Plan's ongoing initiatives to strengthen the participant experience. For example, along with introducing **Rx Savings Solutions** and **Transcarent Surgery Care**, tools that can help you save money on prescription drugs and certain surgeries, the Plan also enhanced **Benefits Manager** as part of our commitment to expanding your benefit offerings and digital tools.

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# Expanded tools and resources for 2023

Anthem has been the Plan's provider network for many years. We're continuing that relationship and making it easier for you to access your benefits information with digital tools and more extensive participant service capabilities. Beginning January 1, you can use these resources:

## Easy access to your health benefits information now, all in one place

All your medical and hospital information is right at your fingertips through Anthem's Sydney Health app and online portal.

- Download and use your digital ID card.
- Find providers in your area, and compare service costs.
- Review status of claims.
- Plan and schedule care, including LiveHealth Online telehealth appointments.
- Receive wellness reminders and personalized care recommendations.
- Use Live Chat.

### Download your ID card for quick and easy access

Before you sign in, even with no cellular or Wi-Fi service, you can use the ID card icon to access your downloaded ID cards from the login screen.

For issues or questions, call **(833) 414-5790**.

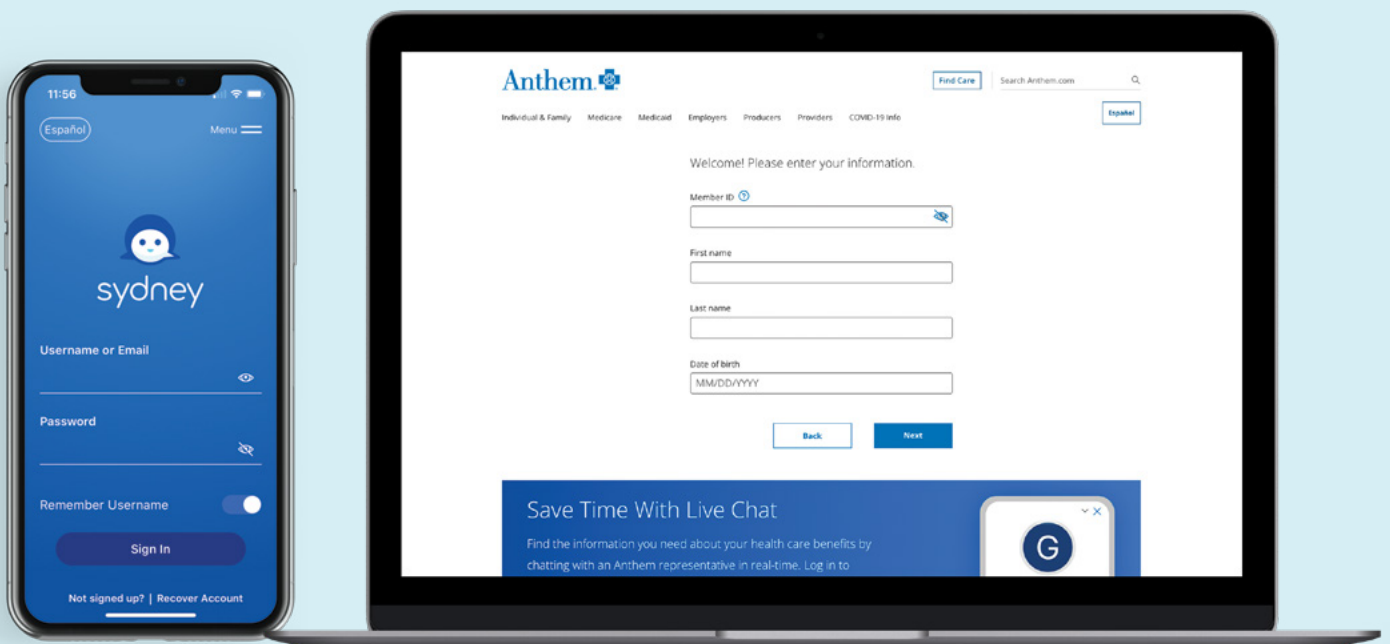
### On your smartphone

Download the Sydney Health app.



### On your computer

Register on [anthem.com](https://www.anthem.com), and access the online portal.



## Additional customer service reps

Meet your Anthem Guides. We're expanding and training more specialists (referred to as "Anthem Guides") on the Plan's medical and hospital benefits. Anthem Guides can answer health benefit questions, offer access to clinical experts, help resolve issues, advocate for your medical needs, and coordinate your care, including scheduling appointments.

Live Chat with an Anthem Guide in real time. Starting January 1, 2023, you can Live Chat from the Sydney Health app or by logging in at [anthem.com/ca](https://www.anthem.com/ca). Choose **Customer Support**, then **Contact us**. Or call **(833) 414-5790**, Monday to Friday.

A new resource for coordinated healthcare. Anthem's Total Health, Total You program helps coordinate care for participants in need of specialized services, for example, related to a chronic health condition. A Total Health, Total You Guide will reach out by phone, so if you receive a call, please answer.

# All your benefits → one ID card



## One digital ID card for all your benefits

No more separate ID cards. We're introducing a new ID card to use for office visits, testing and labs, telehealth, hospital, dental, vision, behavioral health and prescription drug services. Your ID card will be available on [anthem.com](https://www.anthem.com) and the Sydney Health app.

- 1 Your ID number is the same, but the Group number is different. Your ID number is what your provider will use for billing and to check your eligibility.
- 2 At the pharmacy? Use these numbers.
- 3 Call this number for questions about medical coverage.

# What's happening when

The new tools will be available starting January 1, 2023, but you can get started in the following ways:

## November 7, 2022 – January 1, 2023

- **Download** the free Sydney Health app to your smartphone.
- **Select Register.** By registering on the Sydney Health app, you'll also be registered on the Anthem online portal. However, to access your information, your premium payments must be paid for January.
- **Access** your new ID card on the Sydney Health app, and download it in the app for easy access.
- **Update** your HIPAA Authorization Form. If you would like a business manager, family member or friend to be able to access your medical information, you'll need to have a HIPAA Authorization on file with Anthem, even if you already have one with the Plan.

To complete this process, please call Anthem at the number on page 6. You'll receive more information in the coming months.



To pay premiums on Benefits Manager, go here

## Frequently Asked Questions



### Will I still receive an ID card in the mail?

About a week after you pay your January premium (and after November 7, 2022), you will receive a new ID card in the mail from Anthem. It will have all the information to access your Anthem, CVS prescription drug, Beacon Health Options, Delta Dental and Vision Service Plan benefits.



### What if I don't receive my ID card in the mail?

You can access your ID card on [anthem.com](https://www.anthem.com) and the Sydney Health app.



### I have covered family members. Will I receive ID cards for each of them?

Yes, each covered family member will receive an ID card. If you have more than three covered dependents, you'll receive two envelopes in the mail.



More questions?  
Go here

# Protect yourself from the flu and COVID-19

We're sure you know the benefits of getting vaccinated — avoiding illness or experiencing less severe symptoms and a shorter recovery time if you do get infected. And getting your shots is especially important if you're pregnant, you have a chronic health condition like diabetes or asthma, or you're immunocompromised.



## Bivalent COVID-19 booster available now

The newly formulated COVID-19 booster provides protection against Omicron BA.4 and BA.5, as well as the original COVID-19 strain, in one shot.



## Timing your shots

You can get the bivalent COVID-19 booster if you've completed your primary COVID-19 vaccination series (and if it's been at least eight weeks since your last booster).



## Get your flu shot at the same time

According to the CDC and other public health experts, it's safe to schedule your flu and COVID-19 booster for the same visit.



## It's free!

Visit a CVS pharmacy or MinuteClinic, and the Plan will cover your and your eligible family members' shots at 100%.



## Schedule your shots today!

It's easy and convenient through [cvs.com](https://www.cvs.com). Scan the QR code to schedule your appointment now.



## Travel healthy!

Take advantage of CVS resources that are designed to help you travel in good health — from advice on avoiding malaria, to strategies for managing a stomach bug, to immunizations for typhoid. For details, go to [cvs.com/minuteclinic/services/travel-health](https://www.cvs.com/minuteclinic/services/travel-health), or speak to your own healthcare provider.

# Who do I call?

## Eligibility and earnings

Eligibility, earnings, other issues related to the Plan	Contact the Plan, or log in to Benefits Manager at <a href="https://my.sagafttraplans.org/health">my.sagafttraplans.org/health</a>	(800) 777-4013 <a href="https://sagafttraplans.org/health">sagafttraplans.org/health</a>
Healthcare issues Anthem or another benefit provider can't resolve		

For information on	What you want to do	Where you can go	Phone and online
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## Medical and hospital benefits

<b>Claims and appeals</b> for services before January 1, 2023	<ul style="list-style-type: none"> <li>File a claim</li> <li>Request an appeal</li> </ul>	Contact the Plan, or log in to Benefits Manager at <a href="https://my.sagafttraplans.org/health">my.sagafttraplans.org/health</a>	(800) 777-4013 <a href="https://sagafttraplans.org/health">sagafttraplans.org/health</a>
<b>Claims and appeals</b> for services after January 1, 2023	<ul style="list-style-type: none"> <li>File a claim</li> <li>Request an appeal</li> </ul> <p><b>Ask a question like...</b> <i>What is the status of my claim?</i> <i>How do I file an appeal?</i></p>	<b>Anthem</b> <ul style="list-style-type: none"> <li>Anthem Member Portal</li> <li>Sydney Health app</li> </ul>	(833) 414-5790 Download the Sydney Health app on <a href="https://play.google.com/store/apps/details?id=com.anthem.sagafttraplans">Google Play</a> or the <a href="https://apps.apple.com/ca/app/sydney-health/id1488888888">Apple App Store</a> <a href="https://anthem.com/ca">anthem.com/ca</a>
<b>Benefits</b>	<p><b>Ask a question like...</b> <i>Is my service covered?</i> <i>I need to precertify my surgery</i></p>		
<b>Telehealth network</b> for medical care	<ul style="list-style-type: none"> <li>Schedule an appointment</li> <li>Speak to a provider</li> </ul> <p><b>Ask a question like...</b> <i>How much does this appointment cost?</i></p>		
<b>Unresolved and / or escalated issues</b>	<ul style="list-style-type: none"> <li>Contact the Plan <i>after</i> calling Anthem</li> </ul>	Contact the Plan, or log in to Benefits Manager at <a href="https://my.sagafttraplans.org/health">my.sagafttraplans.org/health</a>	(800) 777-4013 <a href="https://sagafttraplans.org/health">sagafttraplans.org/health</a>

For information on	Who to contact	Phone and online
<b>Behavioral health benefits</b>		
Behavioral health and substance use disorder	Beacon Health Options	(866) 277-5383 <a href="https://achievesolutions.net/sag-aftra">achievesolutions.net/sag-aftra</a>
Virtual visits for behavioral health services	MDLIVE	(800) 400-6354 <a href="https://mdlive.com">mdlive.com</a>
<b>Other benefits</b>		
Prescription drug benefits	CVS Caremark	(833) 741-1361 <a href="https://caremark.com">caremark.com</a>
Specialty medication benefits	PrudentRx Copay Program	(800) 578-4403
Dental benefit	Delta Dental	(800) 846-7418 <a href="https://deltadentalins.com/sag-aftra">deltadentalins.com/sag-aftra</a>
Vision benefit	Vision Service Plan (VSP)	(800) 877-7195 <a href="https://vsp.com">vsp.com</a>
Life insurance and AD&D	MetLife	(800) 777-4013 <a href="https://sagafttraplans.org/health">sagafttraplans.org/health</a>
<b>Specialized care coordination and tools</b>		
Total Health, Total You	<ul style="list-style-type: none"> <li>• Sydney Health app</li> <li>• Anthem Member Portal</li> </ul>	(844) 928-3682 Download the Sydney Health app on <a href="https://play.google.com/store/apps/details?id=com.anthem.health">Google Play</a> or the <a href="https://apps.apple.com/us/app/sydney-health/id1488888888">Apple App Store</a> <a href="https://anthem.com/ca">anthem.com/ca</a>
Prescription drug savings	Rx Savings Solutions (RxSS)	(800) 268-4476 <a href="https://myrxss.com">myrxss.com</a>
Surgery care coordination	Transcarent Surgery Care	(855) 601-0667
Unresolved and /or escalated issues related to benefits	Contact the Plan <i>after</i> calling the benefit provider, or log in to Benefits Manager at <a href="https://my.sagafttraplans.org/health">my.sagafttraplans.org/health</a>	(800) 777-4013 <a href="https://sagafttraplans.org/health">sagafttraplans.org/health</a>

**For more information about your benefits**

Go to [sagaftraplans.org/health](https://sagaftraplans.org/health).

Log in to Benefits Manager at [my.sagaftraplans.org/health](https://my.sagaftraplans.org/health).

Call the Plan at **(800) 777-4013**.

**SAG·AFTRA**  
HEALTH PLAN