


# Take care of your mental health

Your health plan helps with options for care and support



Your mental health deserves the same care as your physical health. That's why Anthem includes mental health, behavioral health and emotional well-being as a core part of all our health plans, with easier access to care. If you or a loved one need support coping with life, reducing stress, or treatment for a mental or behavioral health issue, your health plan is ready to help.

Here's how you and eligible individuals in your household can access the support or care you need:

Type of visit	<b>Employee Assistance Program (EAP)</b> Resources and services to help address a wide range of life's challenges, at work and at home. Can be face-to-face or virtual, with digital access to self-directed support.	<b>Office visit</b> Live, in-person sessions with a licensed professional.	<b>Rula</b> This service helps you find an available licensed health professional who meets your preferences and needs and is in your plan's network.	<b>Sydney Health app</b> View your benefits; find care; check costs; access your digital plan ID card; and connect to self-directed wellness resources, such as virtual coaching, for mental health.	<b>Virtual care</b> Access to care through chat and video; 24/7 customer service; and confidential counseling through live chat, online messaging, or scheduled virtual visits.
Helps with	<ul style="list-style-type: none"> <li>• Depression</li> <li>• Stress and anxiety</li> <li>• Insomnia</li> <li>• Substance use</li> <li>• Grief and loss</li> <li>• Family and relationship issues</li> <li>• Legal and financial issues</li> <li>• Workplace issues</li> <li>• Child and elder care services</li> </ul>	<ul style="list-style-type: none"> <li>• Depression</li> <li>• Stress and anxiety</li> <li>• Insomnia</li> <li>• Substance use</li> <li>• Grief and loss</li> <li>• Family and relationship issues</li> </ul>	<ul style="list-style-type: none"> <li>• Depression</li> <li>• Stress and anxiety</li> <li>• Insomnia</li> <li>• Substance use</li> <li>• Grief and loss</li> <li>• Family and relationship issues</li> </ul>	<ul style="list-style-type: none"> <li>• Primary care</li> <li>• Urgent care</li> <li>• Care for chronic conditions</li> <li>• Symptom checker</li> <li>• Prescription refills</li> </ul>	<ul style="list-style-type: none"> <li>• Depression</li> <li>• Stress and anxiety</li> <li>• Insomnia</li> <li>• Substance use</li> <li>• Grief and loss</li> <li>• Family and relationship issues</li> </ul>
Coverage/ cost	No extra cost. Includes six sessions per issue, two episodes per calendar year as part of your EAP counseling visits.  Costs beyond EAP visits are based on your plan benefits. Refer to your summary of benefits or explanation of coverage (EOC).	Costs are based on your plan benefits. Refer to your summary of benefits or EOC.	Costs are based on your plan benefits.	Costs are based on your plan benefits.	Costs are based on your plan benefits.
How to access	Visit <a href="https://achievesolutions.net/cvt">achievesolutions.net/cvt</a> or use our <b>Sydney<sup>SM</sup> Health</b> app to access resources or to find an EAP care provider.	Visit <a href="https://anthem.com/ca/find-care">anthem.com/ca/find-care</a> or call toll free at 855-383-7248 to find a therapist or other mental or behavioral health professional.	Get started today at <a href="https://rula.com/anthememployers">rula.com/anthememployers</a> . Have questions? Call 323-205-7088.  Book your first session in minutes through 24/7 online scheduling, with a three-day average wait time.	Video visits are available by appointment based on the care or service. Chat is available 24/7.  Scan the QR code to download the <b>Sydney Health</b> app. 	Use the <b>Sydney Health</b> app: Select <b>Care</b> from the home screen, then <b>Video Visit</b> to set up an appointment.  Visit <a href="https://anthem.com/ca">anthem.com/ca</a> (for virtual care): From the <b>Connect With Care</b> menu, select <b>Find Care &amp; Cost</b> , then select <b>Virtual Care</b> . From the menu under <b>Care</b> , choose <b>Find Care</b> .

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

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please text, chat, or call 988 (Suicide and Crisis Lifeline), or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room.

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