



External VPC FAQ

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What is virtual primary care (VPC)?

Virtual primary care provides convenient and affordable access to urgent, routine/preventive, and chronic condition care through the SydneySM Health mobile app. Our virtual primary care providers can diagnose and treat many common health conditions, prescribe medications¹, and conduct wellness check-ins², at low or no cost.

How does it work?

Through the Sydney Health app, members have access to a full range of virtual primary care services through a dedicated care team. They can chat with a doctor or have a video visit at a time and place that works for them. With virtual primary care, members can:

- Use the interactive Symptom Checker or visit with a doctor over chat or video for urgent care services, 24/7.
- Access virtual primary care services (preventive wellness and chronic condition care) from 9 a.m. to 9 p.m. ET Monday to Friday, and 9 a.m. to 5 p.m. Saturday and Sunday. If members message their virtual primary care team after those hours, they will receive a response at the team's earliest convenience.
- Schedule a preventive wellness visit, which functions as an annual wellness visit or a traditional physical. (Available September 2022)

Which chronic conditions and health issues do virtual primary care doctors address?

Our virtual primary care providers can address more than 400 conditions and help individuals manage their chronic conditions, such as diabetes, high blood pressure, and asthma. Virtual primary care will also provide members urgent care for minor health issues, including allergies, cold and flu, and skin rashes.

What's included as part of the wellness visit?

A preventive wellness visit takes place annually and functions as an annual wellness visit or a traditional physical. This visit provides the member with a complete health review along with age-appropriate screening recommendations and overall health risk assessment for members ages 18 to 64.

The provider will also update the member's personalized care plan based on findings from the comprehensive visit and may refer the member for follow-up in-person services, such as lab work. Members may also be referred to in-network lab partners for age-appropriate preventive lab tests which will be processed as a separate claim. This new annual preventive wellness visit will align with client incentive programs for preventive care.

What type of healthcare professionals staff virtual primary care?

Virtual primary care is staffed by licensed doctors, nurses, and other care providers who are dedicated to supporting the member and helping them improve their health and well-being.

What if a member wants or needs in-person care?

Anthem health plan members with access to virtual primary care can take advantage of in-person care whenever they want and will be referred to in-person physicians for other primary or specialty care as needed to support their care.

Does virtual primary care replace in-person primary care?

For individuals who already have an in-person primary care doctor, virtual primary care services are meant to complement the care they already receive by offering an alternative care option to meet the demands of their busy life. Both virtual and in-person care are coordinated, to ensure no duplication of services and optimal care coordination. For people who do not already have an in-person primary care doctor, virtual primary care provides a convenient option for receiving routine healthcare services — on their time.

How much do virtual primary care services cost members?

Virtual primary care visits are available to most health plan members at low or no cost. For members with a high-deductible health plan, the most a member could pay for a visit is \$39 if they have not met their deductible.



The new comprehensive annual wellness visit is considered a preventative service so this service is offered to all members at no cost. The provider fee is \$99.

Are virtual primary care doctors licensed in the member's state of residence?

Members will receive virtual primary care services from healthcare professionals who are licensed to provide care in the state where the member lives.

Where will a member go if they need to have lab work or other tests done?

Members can have lab work and other similar tests completed at nearby testing locations in their health plan's network, the same as with in-person primary care.

Does the virtual primary care team include specialists?

The virtual primary care team is made up of healthcare professionals who focus on primary care, such as internal and family medicine. Members who need to be seen by a specialist will be referred to one in their health plan's network.

If a member is referred to a specialist, will those visits be virtual or in person?

The member will have the option to select in-person or virtual visits with a specialist, depending on the types of services they offer and how it fits the member's needs.

How are measurements, such as blood pressure and body temperature, taken during a virtual primary care wellness check-in?

Members will work with their virtual primary care team to provide self-reported measures, using equipment they're likely to have at home, such as a scale or thermometer. If needed, members may need to follow up with an in-person doctor for additional measurements. In the future, we are planning to further support the virtual care experience through the integration of biometric devices to make virtual primary care even more convenient and full service.

Will information from virtual primary care visits be available to the member's in-person primary care provider?

After their virtual visit, members will receive a digital care summary that they can share with specialists or their in-person primary care doctor.

Can the member request a specific doctor from their virtual primary care team for a visit?

While the member will always have the same care team each time they use the app, they will not be able to request a specific doctor from their care team when they have a visit. They will see whichever member of the care team is available at that time.

Can health plan dependents use virtual primary care?

Individuals who are between the ages of 18 and 64 are covered under the member's Anthem health plan can use virtual primary care. We will be offering virtual pediatric urgent care in 2023.

Will members still have access to LiveHealth Online?

Yes, members will still have access to the LiveHealth Online services provided for on-demand urgent care and behavioral health care appointments. LiveHealth Online's care services can be accessed through the "Find Care" tool in Sydney Health and on Anthem.com.

What is the average wait time to see a doctor through virtual primary care on Sydney Health?

Most members can expect wait times of less than 30 minutes for on-demand text or urgent care visits. The average wait time is 10-12 minutes. For comparison, in-person PCP visit can often take two weeks or longer to schedule.



1 Prescription availability is defined by physician judgment.

2 Virtual wellness check-ins do not replace annual wellness exams provided by a doctor.

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