

# Kentucky Employees' Health Plan



Anthem 

Anthem 



Kentucky Employees'  
Health Plan

 **CVS caremark**<sup>®</sup>

HealthEquity<sup>®</sup>

WageWorks

*Living*  **Well**

**SmartShopper**<sup>®</sup>

# Sydney Health – Anthem's app



## Say hi to Sydney

Anthem's new app is simple,  
smart – and all about you

With Sydney, you can find everything you need to know about your Anthem benefits – personalized and all in one place. Sydney makes it easier to get things done, so you can spend more time focused on your health.





# Sydney Health – Anthem’s app

## Simple

Ready for you to use quickly, easily, seamlessly – with one-click access to benefits info, Member Services, and more.

## Smart

Sydney acts like a personal health guide, answering your questions and connecting you to the right resources at the right time. And you can use the chatbot to get answers quickly.

## Personal

Get alerts, reminders and tips directly from Sydney. Get doctor suggestions based on your needs. The more you use it, the more Sydney can help you stay healthy and save money.

### With just one click, you can:

- Check all benefits
- See claims
- Get answers even faster with our chatbot
- View and use digital ID cards

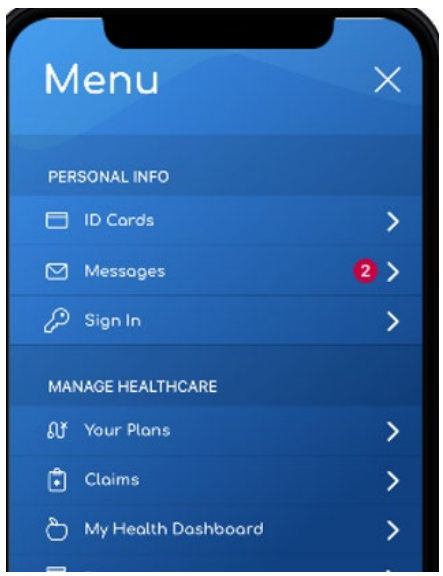
### Already using one of our apps?

It’s easy to make the switch. Simply download the Sydney app and log in with your Anthem username and password.

Get started with Sydney  
Download the app today!



# Sydney Health – Anthem’s app



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# Sydney Health – Member Experience

## Sydney Capabilities:

**Conversational Chat Bot** powered by Artificial Intelligence (AI) for navigational support (claims, benefits, and ID cards)

**Member Experience** optimized by AI personalization engine

Access to **Important Plan Details** such as benefits summary, accumulators, ID cards, claims

**Find Care** – locate a healthcare provider

**LiveHealth Online** tele-health services 24/7 (medical and behavioral health expert advice, treatment plans, and prescriptions if needed) Prescriptions follow the member benefit for processing and is not free. The visit is however free

**My Family Health Record** (download, save, and share your health records across multiple providers)

# Important Terms

Understanding the basics of your insurance plan.

**Copayment:** a fixed amount you pay for a covered health care service, usually when you receive a the service (doctor visit).

**Deductible:** amount you could owe during a coverage period (usually one year) for covered health care services before your plan begins to pay.

**Coinsurance:** Your share of the costs of a covered health care service, calculated as a percentage of the allowed amount for the service. You generally pay coinsurance plus any deductibles you owe.

**Maximum Out-of-pocket Limit:** Yearly amount the federal government sets as the most each individual or family can be required to pay in cost sharing during the plan year for covered, in-network services.

# KEHP Resources

**Support and information is available at:**

**KEHP Customer Service**

**1-844-402-KEHP (5347)**

**Monday – Friday 8:00am- 8:00pm**

**Visit the following sites for additional plan information:**

**[www.anthem.com/KEHP](http://www.anthem.com/KEHP) OR**

**[www.kehplivingwell.com](http://www.kehplivingwell.com)**

- webinar recording <https://personnel.ky.gov/Pages/Member-Webinars.aspx>