



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.

Get started with Sydney
Download the app today!



Simple

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

With just one click, you can:

- Find care and check costs
- Check all benefits
- See claims

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.

- Get answers even faster with our chatbot
- View and use digital ID cards

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.

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.

NEW SYDNEY MOBILE APP AND DIGITAL ENHANCEMENTS

Frequently Asked Questions

Q: How is Anthem's digital strategy changing to better support me?

A: It's using technology — Artificial Intelligence (AI) and data science — to deliver a more powerful web and mobile experience. It also includes Sydney, our new mobile app. Sydney builds on Anthem Anywhere's features and offers a more personal and human touch to the experience. And it'll expand and evolve over time.

Q: When do I get to meet Sydney?

A: Now! The app has been available to download as of September 1, 2019.

Q: Will I have to download the Sydney app?

A: Yes. Anthem Anywhere leaves app stores on September 1, 2019. If you have Anthem Anywhere on your devices after that, the app will still work — but you'll get in-app alerts to download Sydney.

Q: Will I have to re-register on the new app?

A: If you use Anthem Anywhere today, you won't have to re-register. You'll use the same login and password from Anthem Anywhere. If it's your first time using our mobile app, and you've already registered on anthem.com, you can use that login and password with Sydney.

Q: What can I do with Sydney?

A: You'll have access to the features you have now in Anthem Anywhere, plus some new ones. Chatbot technology will get you answers to common questions right away. Sydney can also match you up with health-care professionals, and show you what to expect when it comes to costs.

Q: What are some of the new personalized features?

A: A new Health Dashboard brings together personalized program recommendations and information about wellbeing. Other features include support for health goals, integration for health-care devices and health trackers, and more.

Q: Will I still have access to the Online Wellness Toolkit?

A: Yes, and Sydney will also offer these features in its new Health Dashboard. You'll be able to access the Dashboard from your secure web and mobile home screens.

