



Anthem Value-Added Programs HMO Plans

Employer Reference Guide

Flyers specifically tailored for each Anthem value-added program can be found at:

[Anthem Value-Added Programs | PACE](#)

24/7 NurseLine

Program overview: Provides employees and dependents with round-the-clock access to registered nurses for medical questions, care recommendations, help finding providers, enrollment in care programs, and reminders about preventive screenings.

How employees access this benefit: Employees call (800) 337-4770 to connect with a registered nurse anytime, day or night.

Away From Home Guest Membership

Program overview: Allows eligible HMO employees and dependents who are away from home for 90 days or more to receive in-network care while maintaining their home plan coverage.

How employees access this benefit: Employees call (800) 827-6422 to confirm eligibility and enroll.

Blue Cross Blue Shield Global Core®

Program overview: International coverage that helps employees access care from doctors and hospitals in nearly 190 countries while traveling or living abroad.

How employees access this benefit: Visit www.bcbsglobalcore.com or call (800) 810-2583; collect at (804) 673-1177.

Building Healthy Families

Program overview: A digital family and maternity support program offering personalized tools, education, trackers, and support for every stage from family planning through early childhood.

How employees access this benefit: Employees can access the program by logging in to www.anthem.com/ca or through the Sydney Health app. Employees may also connect with a Family Care Advocate within the Sydney Health app for additional support and guidance.



ConditionCare

Program overview: A no-cost care management program offering nurse support, education, and resources for employees managing chronic conditions such as diabetes, heart disease, asthma/COPD, and other ongoing health needs.

How employees access this benefit: Employees call (866) 962-0957 to access the ConditionCare program at no extra cost.

CarelonRx Pharmacy & Home Delivery

Program overview: Provides pharmacy benefits that help employees manage prescriptions through local network pharmacies, digital pharmacy tools, and convenient home delivery services. Employees can compare medication costs, find pharmacies, track prescriptions and prior authorizations, and receive up to a 90-day supply of eligible maintenance medications through home delivery with automatic refill options and pharmacist support.

How employees access this benefit: Employees log in to www.anthem.com/ca or the Sydney Health app, navigate to Prescriptions, and select options to transfer existing prescriptions or request new home delivery prescriptions. Employees may also contact CarelonRx customer service at (833) 396-0309.

Emotional Well-being Resources

Program overview: Digital emotional well-being resources built on Cognitive Behavioral Therapy (CBT) principles, offering self-guided programs, coaching support, and tools to help employees manage stress, anxiety, depression, sleep challenges, and overall mental wellness.

How employees access this benefit: Employees can log in to www.anthem.com/ca, go to the Sydney Health dashboard under Featured Programs, and select Emotional Well-being Resources, or access the program through the Sydney Health mobile app.

Flu Shot (Seasonal Influenza Vaccine)

Program overview: In-network seasonal flu vaccinations are covered as preventive care, helping protect employees and their families from influenza-related illness and complications.

How employees access this benefit: Employees may receive a flu shot at an in-network pharmacy or provider. Use anthem.com or the Sydney Health app to locate participating pharmacies.



Lark® Diabetes Prevention Program

Program overview: A CDC-recognized digital lifestyle change program that helps eligible employees reduce their risk of developing type 2 diabetes.

How employees access this benefit: Employees visit www.lark.com/anthemca and complete a brief eligibility survey.

LiveHealth Online / Virtual Care

Program overview: 24/7 access to virtual doctor visits for common medical concerns, offering convenient care without an in-person appointment.

How employees access this benefit: Access through the Sydney Health app or by logging in at www.anthem.com.

LiveHealth Online® Behavioral Health

Program overview: Expanded virtual services offering access to licensed therapists and board-certified psychiatrists for counseling, therapy, and medication management.

How employees access this benefit: Employees log in to anthem.com or the Sydney Health app, select Virtual Care, and choose Behavioral Health.

Rula – Virtual Behavioral Health Network

Program overview: Provides in-network access to licensed therapists through a digital platform that offers fast appointment scheduling, personalized provider matching, and measurement-based care to support mental health needs.

How employees access this benefit: Employees visit www.rula.com/pace to search for in-network providers, review available therapists, and schedule an appointment online in minutes.

Preventive Care Benefits

Program overview: A comprehensive set of in-network preventive services available at no cost, including annual exams, screenings, immunizations, and select preventive medications.

How employees access this benefit: Employees schedule care with in-network providers or visit anthem.com for details.



SpecialOffers (Member Discounts)

Program overview: Exclusive discounts on vision, hearing, fitness, wellness products, fertility support, pet insurance, and more.

How employees access this benefit: Employees log in to [anthem.com](https://www.anthem.com) and navigate to Care > Select > SpecialOffers.

Sydney Health® Mobile App

Program overview: Anthem's all-in-one digital platform for managing benefits, finding care, accessing virtual services, viewing ID cards, and tracking claims.

How employees access this benefit: Employees can register through the Sydney Health app or online at [anthem.com/ca/register](https://www.anthem.com/ca/register). Once registered, the same username and password can be used on both the app and desktop website.