Connect with virtual support using Sydney Health or our member portal

LiveHealth Online connects you with virtual care through the Sydney Health app and our secure member portal at www.anthem.com/cv/ma. Have a live, private video visit with board-certified doctors, psychologists and psychiatrists, or licensed therapists on your smartphone, tablet, or computer with a camera.

Video visits using LiveHealth Online are $0 with your plan.

Visit with a doctor for common health conditions

Doctors that you see online can help you with common conditions such as the flu, a cold, fever, and rashes. Doctors are available 24/7 with no appointments or long wait times. During an online video visit, doctors can assess your condition, give medical advice, and send prescriptions to the pharmacy of your choice, if needed.¹

Connect with mental health support from home

If you’re feeling anxious, depressed, or having trouble coping with problems at home or at work, you can talk with a therapist online. In most cases, you can set up a secure visit seven days a week.² You can also schedule a visit with a psychiatrist for support on managing your medication.³

Make time for your health

Download Sydney Health on the Apple App Store® or Google Play™, or register and log in to our member portal at www.anthem.com/ca/cv/ma.
What people say about online visits

- 96% said the person they saw (provider) was professional and helpful.
- 96% felt provider understood their concerns.
- 94% were able to book a virtual visit sooner than an in-person visit.

1 Prescription availability is defined by physician judgment.
2 Appointments subject to availability of a therapist.
3 Prescriptions determined to be a “controlled substance” (as defined by the Controlled Substances Act under federal law) cannot be prescribed using Sydney Health. Psychiatrists on Sydney Health will not offer counseling or talk therapy.
4 Based on Sydney Health utilization trends from top 10 national clients.

Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it’s important that you seek help immediately. Please call 1-800-273-8255 (National Suicide Prevention Lifeline) or 911 and ask for help. If your issue is an emergency, call 911 or go to your nearest emergency room. Sydney Health does not offer emergency services.

Please refer to your plan’s Evidence of Coverage for a complete listing of all plan benefits, conditions, limitations, and exclusions of coverage.

You have the right to receive this information and help in your language for free. Call the Member Services number on your plan membership card for help. (TTY: 711).

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