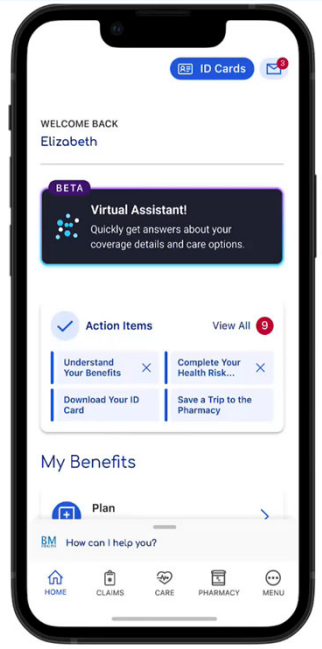
Meet Anthem's new Virtual Assistant

Anthem's new Virtual Assistant is designed to help bridge gaps within the digital healthcare experience, delivering conversational, personalized insights and answers about the topics most important to your employees' health and well-being.

- When employees log into their Anthem account, they'll find the Virtual Assistant tile on the homepage, **accessible from both desktop and the Sydney℠ Health mobile app**.
- Virtual Assistant helps employees understand their benefits, manage claims, and search for care—**without navigating through multiple menus.**
- By typing a question or using a prompt, employees can receive answers and insights **personalized** to their unique health plan benefits and preferences. It also provides related information and proactive prompts to help guide members to their next best step.
- Virtual Assistant delivers conversational responses on key topics like understanding benefits, finding care, and managing claims
- If additional support is required **live chat** is available to ensure no question goes unanswered.



We view AI as a key component of our relentless commitment to innovate and implement technology solutions that support our purpose to improve the health of humanity. We are committed to the responsible and ethical use of artificial intelligence to develop solutions that reflect the purpose, value, and ethics of Anthem.

The experience is subject to change.
Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.