



Enhancements to Health Advocacy through Anthem:

You now have access to a personal health champion, called a dedicated family advocate, to help handle all your benefit questions and connect you to customized programs and personalized treatment that meet your unique needs.

Here's how you'll benefit from your Anthem Family Advocate:

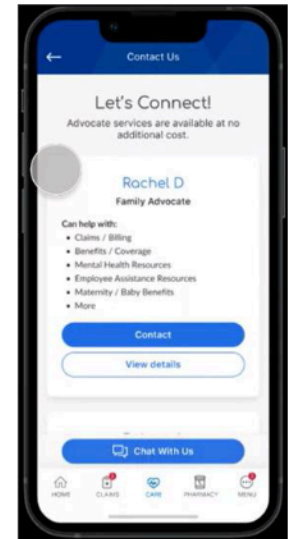
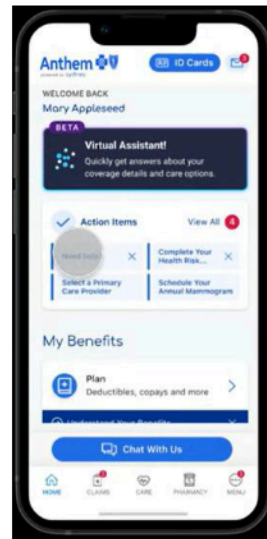
- Single point of contact for healthcare and benefit needs
- Help finding quality doctors, specialists and care facilities
- Schedule appointments
- Review claims, look up deductibles and out-of-pocket maximums
- Price medications
- Help with preauthorization process
- Advocate for your health and answer care questions

Anthem Clinical Advocate

- You may be pre-assigned a Clinical Advocate in addition to a Family Advocate if you have a diagnosed medical condition, have been to the ER recently, experienced a surgical procedure or were in the hospital.

Connect to your Family Advocate on Sydney or via phone:

Available by phone, 8 Am to 8 PM EST via phone at 833.597.2358 or connect via the Anthem Sydney mobile app or log-in to www.anthem.com. On the Sydney home screen please click on the “need help” option and this will take you to your family advocate. You can also find this by clicking **Care > Care Team > Family Advocate**. For additional help on navigating to your Family Advocate please click on [this link](#).



New ID Cards:

- Available 4/1/26
- Important phone numbers are changing