

Anthem launches Sydney on September 1; new app offers better digital health care support to members

Published: Sep 1, 2019 - Administrative

Anthem Blue Cross and Blue Shield (Anthem) is working to deliver a new digital ecosystem that better supports our members. To that end, our new platform is designed to give our members a more personal, simplified experience. Anthem is driving meaningful change through technology and Artificial Intelligence (AI) powered innovation to deliver an easier to use, more complete Web and mobile health care experience.

We're excited to announce the launch of **Sydney** – our new mobile app that runs on intelligence – as part of our digital strategy. Launching **September 1, 2019**, the new app replaces *Anthem Anywhere* and provides the same services that members receive from *Anthem Anywhere*, plus we'll phase in other features and new capabilities over time. In return, members will get a truly integrated mobile experience with even more personalized information to fit their unique needs. These changes will lead to a more personal experience, better engagement and improved health outcomes.

Beginning September 1, members enrolled in our commercial health benefit plans* (including those plans members purchase on or off the Health Insurance Marketplace) and Medicare health benefit plans will have with *Sydney* a personalized health assistant that connects questions to answers – and people to the right resources. It's all part of a more seamless digital experience, bringing together fully integrated benefit details, claims information, care finder tools, access to spending accounts and wellbeing programs. Members can download *Sydney* at the app stores starting September 1.

As part of our rollout efforts on September 1, Anthem will also launch – using a phased approach – a digital solution called *My Family Health Record (MyFHR)*. *MyFHR* offers several benefits for members and providers. Members will be better able to manage their own health, address care gaps, and have the ability to download electronic medical records (EMR) from one or more providers. With *MyFHR*, members will also have the ability to share EMR information with family, caregivers, and providers.

Watch for information on future enhancements to *Sydney* and *MyFHR* in upcoming editions of *Provider News*.

*Excludes Medicaid health benefit plans.

URL: <https://providernews.anthem.com/missouri/article/anthem-launches-sydney-on-september-1-new-app-offers-better-digital-health-care-support-to-members-1>

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