



Welcome to Anthem

Getting to know your plan and benefits

Welcome Guide

Anthem  

We're so glad you're here

You've made a great choice for your prescription drug coverage. Now that you're enrolled in the Anthem Blue Cross and Blue Shield Blue MedicareRx (PDP) with Senior Rx Plus plan, you'll always be supported so you can make the most of your benefits.

This guide will help you find the right resources for more information. Learn how to contact us and explore services that support your health and well-being.

Here's a checklist to help you get started

- ☐ **Register** for your secure online account by visiting **www.anthem.com** or download the **SydneySM Health** app.¹ If you already have an account, use your current username and password to sign in.
- ☐ **View** your Evidence of Coverage to learn what is covered by your plan and what you will pay.
- ☐ **Use** the **Find Care** resource to search for a local pharmacy in your plan.
- ☐ **Fill out** your Member Authorization Form at **www.anthem.com/forms** to give people that you choose access to your records. You can also contact Member Services to request this form.
- ☐ **Review** your prescription drug lists to see the medications covered by your plan and how much you will pay.
- ☐ **Sign up** if you want to have your maintenance medications delivered right to your door by calling the CarelonRx Pharmacy Contact Center at the number located on your ID card.²



Three simple ways to keep your plan information handy



1. Register on our secure website

Visit **www.anthem.com** and use the ID number on your ID card to register:

- Under Select Identification Type, choose **HCID/Member ID**.
- Enter your identification number from your ID card.
- Enter your first and last name, date of birth, and ZIP code.
- Select **Next** to create your new account.



2. Download the Sydney Health app

The Sydney Health app offers on-the-go access to your plan benefits on your smartphone or tablet. You can check your claim status, view your digital ID card, and chat with us online for frequently asked questions.

Scan this QR code with your phone's camera to download the Sydney Health app.



3. Call Member Services

If you need help, have questions, or would like a printed copy of your Evidence of Coverage, Pharmacy Directory, or drug lists mailed to you, please call Member Services at **1-844-889-6357**, Monday through Friday, 8 a.m. to 9 p.m. ET, except holidays.

The 2026 directory will be available to request after December 5, 2025.

Understanding your plan and benefits

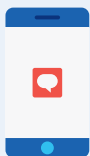
Log in to www.anthem.com or use the Sydney Health app to:

- Use the Find Care resource to search for a pharmacy in your network's plan.
- View your Evidence of Coverage, a legal document detailing what's covered, your costs, and your rights and responsibilities under Medicare Advantage.
- Review your Drug List (formulary) to ensure your prescriptions are covered. You can also check medication prices and home delivery options.
- Call Member Services at the phone number listed on the back of this guide to request printed copies of your plan documents.



Understanding your prescription coverage

With CarelonRx, you have access to a vast network of pharmacies and can even save money when you use a preferred pharmacy. Your plan covers generic and brand-name drugs, as well as high-cost specialty drugs, beyond Medicare's minimum requirements. Check your Drug List (formulary) for a list of covered prescriptions.



**For more information, call Pharmacy
Member Services at the number
located on your ID card.**

Filling your prescriptions

In store at a network pharmacy: Take your written prescription and ID card to a network pharmacy or ask your doctor to call it in.

CarelonRx Pharmacy home delivery: You could save time and money by having 90-day supplies of your maintenance medications delivered. You can also set up automatic refills, speak with a pharmacist 24/7, and track your order. To sign up, you can either:

- Call the CarelonRx Pharmacy Contact Center at the number located on your ID card.
- Log in to the portal or Sydney Health app, navigate to the prescription area, and follow the steps to order home delivery.



We're here to help

Log in to your secure online account at **www.anthem.com** or the Sydney Health app for more information about your plan.



For pharmacy-related questions, call:

1-833-460-1066 (TTY 711)

24 hours a day, 7 days a week



For all other questions, call:

1-844-889-6357 (TTY 711)

Monday through Friday, 8 a.m. to 9 p.m. ET,
except holidays

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

2 The Carelon companies are separate companies providing behavioral health, care pathways, pharmacy and value-based-care delivery solutions through our digital platforms and technology services and research on behalf of Anthem Blue Cross and Blue Shield.

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