

# **HEALTH BENEFITS E-NEWS**

*Department of Human Resource  
Management  
Office of Health Benefits*

*June 22, 2022*

*The Office of Health Benefits is working with our health plan vendors to highlight information about their health plan services. This issue showcases Anthem services.*

## **Personal Care Checklist Emails to Anthem Members**

Starting in late July, COVA Care and COVA HDHP members who have certain gaps in care may receive a Personal Care Checklist in their email inbox. The Personal Care Checklist is a personalized and claims-based communication from Anthem, that encourages members to see their doctor for an annual wellness visit, to get recommended preventive screenings, to get tests to help manage chronic diseases, and to encourage medication review and adherence. A sample email can be found [here](#).

Only members whose claims show that they are overdue for one of these activities will receive an email with up to four personalized recommendations and a reminder to contact their doctor. Depending on each member's specific needs, email messaging may include reminders for things like:

- Scheduling wellness exams
- Screenings for cervical, colon or breast cancer
- A1C, kidney function or blood pressure checks

The additional communications are meant to assist members in remembering important health checks that are tied to preventive health and condition management. The Personal Care Checklist will be sent monthly throughout the year, beginning in July 2022. Members may receive a message up to three times during the year if the member has not gotten the recommended services prior to sending the outreach.

- Anthem is only allowed to use email addresses that have been given to them by the member.
- Typically this will be the email address they used to register on [anthem.com](https://www.anthem.com).
- If a member has not registered on the website and given Anthem consent to receive emails, they will not receive any Personal Care Checklist emails, even if they have care gaps that should be addressed.

## **Empower Employees to Take Charge of Their Health with Easy-To-Access Digital Tools**

*In July, we are promoting Sydney Health app registration. Use the resources below to spread the word about app features that can help employees save time and money.*

When employees in COVA Care and COVA HDHP have questions about their health plan, it's important that they find the information as quickly and as easily as possible.

The Sydney<sup>SM</sup> Health mobile app serves as a concierge and works seamlessly with [anthem.com](https://www.anthem.com) to connect employees to everything they need to know about their plans — all in one place. In addition, the interactive chat feature makes it easier to find answers to their questions in real time.

Through Sydney Health, employees can:

- Find care and access video visits
- Receive personalized care reminders and tips
- View and use digital member ID cards
- Check benefits, deductibles, and copays
- Access health action plans and trackers
- Compare costs for prescriptions providers, hospitals, and labs

It's personalized, safe, and easy to use! Sydney Health is available for [iPhone](#) and [Android](#), and it's free. Encourage your enrolled employees to download the Sydney Health app and log in using their [anthem.com](https://www.anthem.com) username and password.

Anthem members with emails in the Commonwealth's system will receive an email with additional information about Sydney Health on July 11. Please leverage this [flier](#) and this [poster](#) to spread the word about the valuable features available through the Sydney Health app.

***Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at [ohb@dhrm.virginia.gov](mailto:ohb@dhrm.virginia.gov)***