



An Anthem Company

With your Empire BlueCross BlueShield plan, you can access everything you need through our Sydney Health app or online at [www.empireblue.com](http://www.empireblue.com).

## Say hi to Sydney

A simple, secure tool that makes it easier than ever to manage your health care, wherever you are!



### How can you get started?

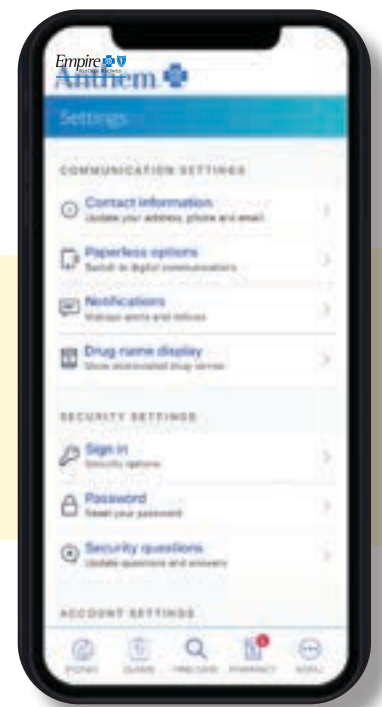
#### STEP 1:

First, download the Sydney Health app to your smartphone or other mobile device.



#### STEP 2:

Set up your profile using your member ID, along with a secure password.



#### STEP 3:

You'll enjoy a simpler, more connected health experience with the Sydney app:

- View and use your digital plan membership card.
- Use **Find Care** to find doctors, specialists and hospitals in your network.
- Use **Locate a Pharmacy** to find network pharmacies in your area.
- Use our chatbot to quickly get the answers to your health questions.
- Set wellness goals.

It's that easy!

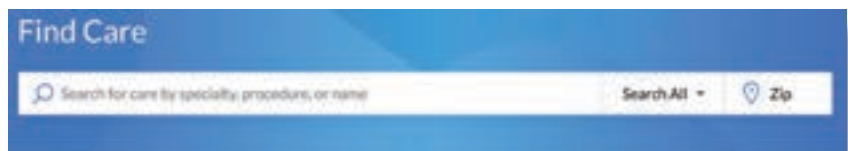
## Manage your plan – with just a few clicks

Reduced paperwork, fewer phone calls and greater convenience are just a few of the reasons why you'll want to register on our secure website at [www.empireblue.com](http://www.empireblue.com). Here you can:

- Download and/or print your membership card.
- Find a doctor or hospital.
- Take advantage of health decision and support tools.
- Change your address or other contact information.
- Find important forms, benefit charts and more, including your *Explanation of Benefits* (produced after a claim is submitted).
- Explore personalized health information, surveys and calculators.

Your plan allows you to visit any doctor who participates in Medicare and is willing to accept the <plan name> plan. But if you'd like to choose a doctor from our network, you can use our online tool. Here's how:

- 1) Go to [www.empireblue.com](http://www.empireblue.com).
- 2) Select **Medicare**.
- 3) Under *Care*, select **Find Care**.



- 4) Search as a Member by logging in and using your ID number or Alpha Prefix, or Search as a Guest by selecting a plan. If searching as a guest, use the drop-down fields and select a plan or network using your plan name, <plan name>.

**Note:** Navigation and screen images may have been updated since this document was created.

## Questions?

Call the number on the back of your plan membership card. If you have not yet enrolled in the plan, you can call our First Impressions team at <FI Number> (TTY: <711>), <Hours of Operation>.

[short 1557 Disclaimer]

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