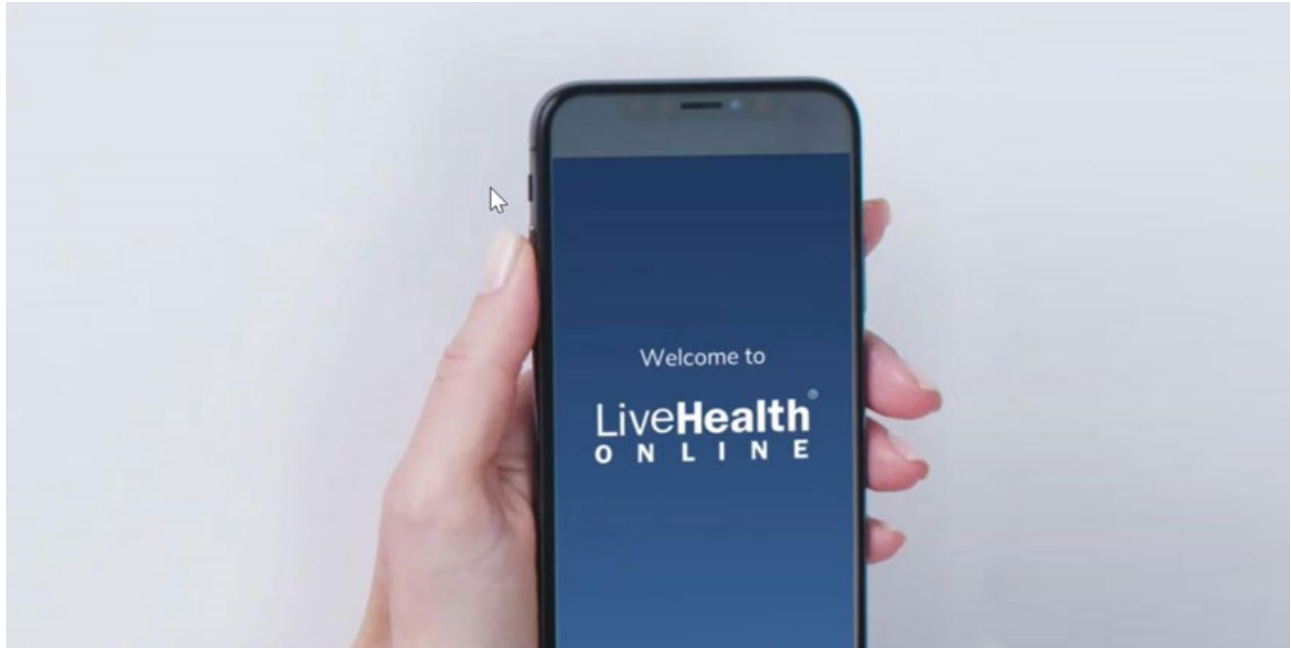


Telehealth Coverage Extended

Sep 02, 2020



FirstEnergy is modifying the Anthem employee benefits plan by extending enhanced telehealth coverage through the end of the year to help support employees during the public health emergency.

Telehealth services

Cost sharing will continue to be waived when using Anthem's telemedicine service, [LiveHealth Online](#), or other **in-network** telehealth providers through **Dec. 31, 2020** – extended from the previous date of Sept. 30, 2020. Visits through LiveHealth Online typically cost \$59 if a member has not yet met their deductible.

Treatment after being diagnosed for COVID-19 will continue be covered with no member cost sharing at **in-network** providers through **Dec. 31, 2020**.

Using LiveHealth Online

Public health officials have encouraged consumers to use telehealth services, like LiveHealth Online, to receive remote treatment during the coronavirus pandemic if the condition doesn't warrant more intensive care. You can avoid the waiting room and see a [LiveHealth Online](#) doctor from home using your smartphone or tablet without leaving your couch. This easy, convenient service offers:

- Care for common ailments such as a cold, flu, allergies, fever and infections.
- Immediate access to a doctor, 24 hours a day, 365 days a year.
- Secure and private two-way video chats with board-certified doctors.

Prescriptions sent to your drugstore, if needed.

Register for an account at livehealthonline.com or download the LiveHealth Online mobile app today.

Sydney Health from Anthem

The Sydney Health app is your personal health assistant and Anthem benefits guide all rolled into one. With Sydney, you can manage all your benefits in one place:

- Find care and check costs
- See claims
- Check your plan usage, such as deductible and out of pocket dollars
- **View and use digital ID cards**
- **Use the interactive chat feature to get answers quickly**

If you already are using the Anthem Anywhere app or anthem.com you don't need to register. Simply download the Sydney Health app and log in with your existing username and password.