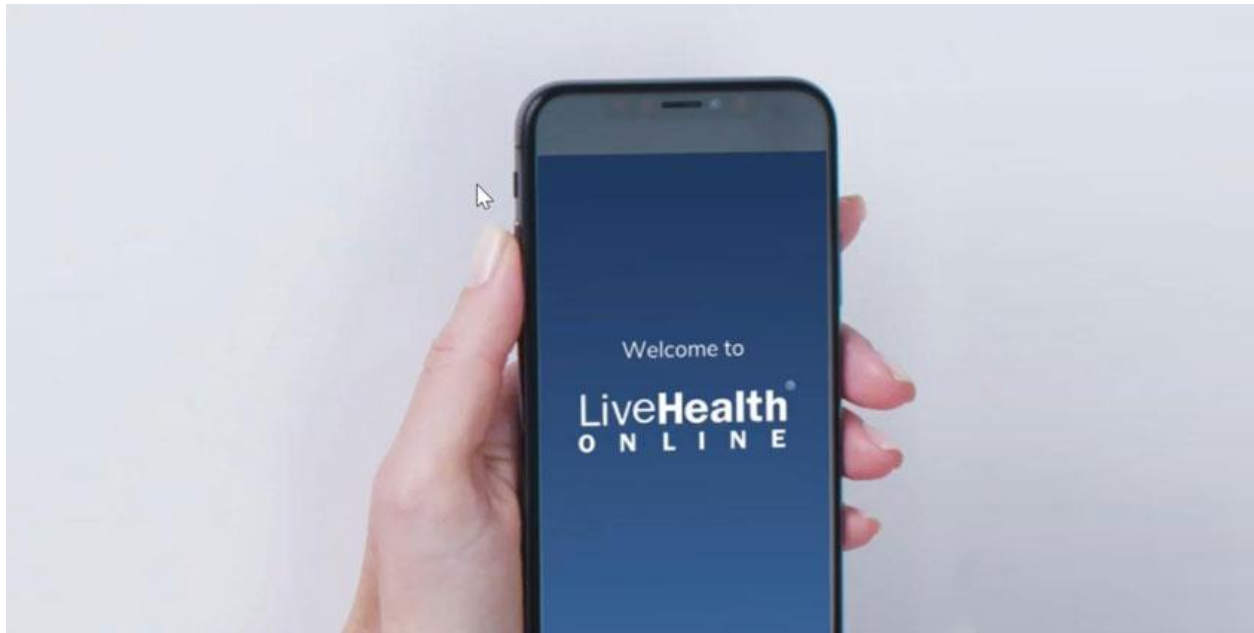


Telehealth and COVID Treatment Updates

Dec 23, 2020



FirstEnergy is modifying the Anthem employee benefits plan by extending enhanced **in-network** coverage for treatment for COVID-19 and telehealth services until March 31, 2021 (previously available until Dec. 31, 2020).

Telehealth Services and Treatment for COVID-19

Cost sharing will continue to be waived when using Anthem's telemedicine service, [LiveHealth Online](#), or other **in-network** telehealth providers through **March 31, 2021**. 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 **March 31, 2021**.

Using LiveHealth Online

Public health officials have encouraged consumers to use telehealth services, like LiveHealth Online, to receive remote treatment during the COVID-19 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. 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.

Preventive Care is Important

All of FirstEnergy's medical plan options cover designated [in-network wellness care services at 100%](#).

Regular preventive exams, even during the public health emergency, help you and your family address any health risks or concerns early – before they become more serious. In general, preventive exams include routine screenings, checkups and counseling to prevent illness, disease or other health problems.

Be sure to talk with your doctor about which services are right for your age and health status. You can also take a look at [preventive care plans and guidelines on the Anthem website](#).