

Introducing Total Health Connections



With a dedicated family advocate in your corner, healthcare is easier at every step

With Total Health Connections, you have access to a personal health champion, called a dedicated family advocate, to help you and your family with everyday health needs and unexpected emergencies. They stay one step ahead, guiding you to the care and support you need today and down the road — at no extra cost to you.

Here's how you'll benefit:

Your dedicated family advocate is here to connect you with the right care at the right time with proactive, inclusive, and compassionate support. They can help you:

- Find top-quality doctors, specialists, and care facilities in your health plan and help schedule appointments.
- Stay on top of preventive care and manage chronic conditions.
- Understand your health plan and all the benefits available to you from your employer.
- Quickly get preapprovals for urgent medical needs, like surgery.
- Connect with our in-house clinical experts. These experts work with you and your doctor to create a personal care plan that supports your overall wellness and ongoing health needs.



Helping you and your family feel confident and protected

Focus on your whole health

Your physical health impacts your overall well-being, yet it's just one piece of the puzzle. Whole health also includes your mental health, along with social and community needs. Your dedicated family advocate helps you get the care you need in the way that works best for you. They can also connect you with community resources to help with food, childcare, transportation, and other social, financial, or mental health concerns.

A connected health record

You and your family advocate, doctors, and pharmacist all have access to the most up-to-date information on your health in a single record. These real-time insights can help improve your care and may lower your healthcare costs over time.

Everything you need, right on the app

Chat with your family advocate on our **SydneySM Health** mobile app. The Sydney Health app also gives you a quick way to:

- Use your digital ID card.
- Track your health goals and activities.
- Check costs and view health plan details.
- Access virtual care through video visits or chat.

With Total Health Connections, your dedicated family advocate is on your side. They connect the dots across your unique benefits to ensure you have a simple, guided, and personalized healthcare experience.



Connect with your family advocate today

Download or log in to the Sydney Health mobile app.



Total Health Connections member:

"Kayla anticipated my needs, answered my questions thoroughly, and sent me additional information that was helpful. I felt very confident knowing she's my personal advocate."

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

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