

Using your supplemental health benefits



When you have an Anthem medical plan and our supplemental health plans, you can count on extra financial protection when you need it most.¹ Learn how to submit claims for qualifying events and take advantage of these benefits.

How do I know I have an eligible supplemental health claim?

If you sign up for email auto notifications, we can quickly notify you by email or an alert on your **anthem.com/ca** account when you have an eligible claim.

You would then need to submit your supplemental health claim for the qualifying illness, injury, and hospital stay. This process is different from medical claims where the care provider files the claim for you.



To sign up for email auto notifications, follow these steps:

1. Log in to your account on the **SydneySM Health** mobile app or **anthem.com/ca**.
2. On **Sydney Health**, type **Profile** in the chat feature. On **anthem.com/ca**, choose **Profile** in the top right corner. Go to **My Account**, and choose **Communications & Settings**.
3. Under *Plan Communications Settings*, confirm your email address is correct. You can change it or add a new one if necessary.
4. Under *Go 100% Digital*, select **On**.
5. Then, **check the box for email** for Benefit Updates, Legal Information, and Annual Notice of Change under *Customize Going Digital*.

How to submit a supplemental health claim

1. Gather your documents

You'll need to provide all the paperwork related to your supplemental health claim. You may have to ask your doctors or other care providers for these records:

- Doctor notes
- Lab reports
- Emergency room or hospital discharge papers
- Itemized hospital and/or doctor bills
- Medical explanation of benefits
- Child care, transportation, and/or lodging receipts
- Police reports (if your claim involves a car accident)



Sydney Health App

Scan this QR code with your phone's camera to download the app and register or log in with your Anthem ID and password.

1. Select **Claims** at the bottom of your screen.
2. Scroll down and select **Go to Claim Submission Center**.
3. Select **Submit a Claim** and select the applicable plan to begin.

2. File your claim

Online

- Go to **anthem.com/ca** and log in using your Anthem ID and password.
- Under *Claims and Payments*, select **Claims Submission Center**.
- Scroll down to *Submit a Claim* and choose **Get Started**.
- Scroll down to *My Supplemental Insurance Plans* and select **Next**.
- Fill in the required information.

Go one step at a time and be sure to provide all the information you have related to your claim. The system will confirm when your claim submission is complete.

By mail

Download a supplemental health claim form from our website at **anthem.com/ca/forms** or ask your Human Resources representative for a copy. Mail the completed form and all required documents to:



Supplemental Insurance Benefit Department
P.O. Box 2076
Grapevine, TX 76099

Reach out if you have questions

You can contact your Human Resources department or call Anthem at **888-828-2432**.

Don't have an Anthem medical plan?



Even if you don't have an Anthem health plan, you can still file claims online. Gather your claim documents as outlined in Step 1 and go to **supplemental-health.anthem.com**. Go one step at a time and provide all the information you have related to your claim. Or you scan this QR code with your phone's camera.

1 Anthem HMO plans are not eligible for auto-notification.

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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