



# A digital ID card offers convenient access to your benefits

Making the most of your health plan is simpler and more convenient with a digital ID card. You won't have to wait for a printed copy in the mail. With a digital ID card, you'll have one less thing to keep track of or carry in your wallet. Learn more about it in these frequently asked questions:

**Q: Why would I want my ID card on my phone instead of in my wallet?**

**A:** Since your phone is with you most of the time, your ID card would be, too. You don't have to worry about it being lost, stolen, or damaged in your wallet. Your digital ID card is secure, always current, and easy to share.

**Q: How do I access my digital ID card, and is my information safe?**

**A:** Log in to the Sydney Health<sup>SM</sup> mobile app or [anthem.com](https://www.anthem.com) to view your ID card. If you're a new member, you will need your member ID number the first time you log in. All of your healthcare information is secure, and only you can access it when you log in.

**Q: How does my digital ID card work?**

**A:** It works just like the one you would receive in the mail. Plus, you can show, email, or fax it right from your phone or computer — to doctors, healthcare offices, and family members.



**Q: Will I have access to other members' ID cards on my plan?**

**A:** If you're the subscriber (the person carrying the health plan), yes. Otherwise, you'll only be able to view your own ID card. The subscriber can log in and give viewing permission to other members on the plan by choosing their access rights.

**Q: I'm a current member, so what happens to the ID card I'm using today?**

**A:** You can continue to use it or the digital copy on Sydney Health or **anthem.com**. When your next plan year starts, we'll automatically update your digital ID card.

**Q: Will I still receive an ID card in the mail?**

**A:** We won't mail you a printed card if you choose to receive a digital ID card only. Log in to Sydney Health or **anthem.com**, go to **Profile**, and under *Communication Preferences*, set your ID card preference to **Mobile ID Cards**.

**While setting your preferences, be sure your profile includes the best email address to reach you. We will use it to send you important plan and ID card updates.**

**Q: What if I need a copy of a printed ID card?**

**A:** You can print a copy of your ID card or request us to send you one anytime on the Member ID Cards page on **anthem.com**. You can also call us and we'll take care of it for you.



## We're here to help

If you have questions, you can reach us through the chat feature on **Sydney Health** or **anthem.com**, or call us at the Member Services number on your ID card.

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