

Introducing Total Health Connections

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

Total Health Connections is about making sure you and your family experience healthcare in a way that helps you feel confident, covered, and protected.

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



▶ Helping you and your family feel confident and protected

Here's how you'll benefit:

A dedicated family advocate

Your 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.

A connected health record

You and your 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.

Attention to 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 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, child care, transportation, and other social, financial, or mental health concerns.

Everything you need, right on the app

The SydneySM Health mobile app gives you a quick way to:

- Chat with an advocate.
- Check costs and view your health plan details.
- Find additional benefits available through your employer.
- Use your digital ID card.
- Find local doctors in your plan.
- Find cost and quality information for doctors, facilities, and common procedures.
- Track your health goals and activity.
- Access virtual care through video visit or text chat.

With Total Health Connections, your dedicated family advocate is in your corner. 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.



* For a full list of eligible medical and dental expenses, visit irs.gov/pub502.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2023

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