

Frequently Asked Questions

[Sydney/anthem.com](https://sydney.anthem.com)

Member Registration & Login

Must be 18+ to register. For a subscriber only policy, sub must be 14+ to register.

Can a member register before their effective date?

Members can register on the Sydney Web portal and Sydney Health mobile up to 30 days prior to their effective date if their membership is loaded into the backend membership system. Once membership is loaded, please allow a couple of days for the member info to flow through the system and become available to the site/app. Keep in mind that some information *may* not be available prior to the effective date. (E.g., ID card if not yet printed, benefit details, specialty plans, pharmacy page access, Health & Wellness programs, etc.)

NOTE: A member who has already registered in either web or mobile app, does not need to re-register for the new plan year.

Does a spouse need their own email to register?

Yes, a spouse does need their own unique email address to register with Sydney/anthem.com.

Can a member use their SSN to register? They haven't received ID cards yet.

Member should use the information on their ID card, including Member ID to register on the anthem.com consumer portal or Sydney Health app. We do not support registering with SSN.

The member has a new plan for next year, or will be moving to a new membership/claims system. Can they continue to login with the same username and password?

Yes! Members can use the same login information to access the new plan year information. On the web they will see up to 2 years of plan information history including for termed policies. Sydney Health mobile app will show their current plan information.

Do members need a separate username and password for anthem.com and the Sydney Health mobile app?

No, members use the same username and password to access both the Sydney web and Sydney Health mobile. You can also register on either the web or the app and then use that login for both tools.

Why do subscribers see everyone's information?

Subscribers have a legal right to view information necessary to manage their account. With approval from Anthem Legal and Privacy teams, our digital tools allow subscribers to see information for all members on the policy unless a member 18 years or older has chosen to hide their information. Subscribers will not see the name of the provider, EOB or procedure names for any 'sensitive claims for dependents 18 years or older (12 years or older for members in WGS LG plans underwritten in CA and ISG members due to California AB 1184 mandates).

What emails are going out to members asking them to register on web/mobile?

Soon after new plan year membership is loaded, any member for whom we have an email address and who is not registered on web/mobile currently, will receive an email encouraging them to register online using a secure link that's unique to them. This personalized URL (PUURL) is designed to bypass the need for member ID card to register and access digital ID card (simpler registration experience and path to digital ID card).

Existing registered members who have elected a digital only ID card preference may receive an email letting them know their new ID card is available. This email is sent out only if the member has a change to their plan that generates a new ID card.

How can a member see which pharmacies will be in-network for their new plan if their plan is not yet effective?

Members can login to Sydney web/mobile and use Find Care to search their current and future (up to 30 days prior to effective date if membership is loaded) plan coverage for participating providers and pharmacies.

Wellness Rewards

Who is eligible to participate in the CEBCO Rewards 200 Program and earn incentive rewards?

- Eligibility for incentives includes subscriber and spouse/domestic partner

What if my spouse has dual coverage with Anthem?

Spouses with dual Anthem coverage will see the experience of their primary coverage within the Sydney mobile app and anthem.com. If the primary plan does not offer incentives, the spouse will not see the rewards experience. If the primary plan does offer incentives, the spouse will see the incentives of the primary plan.

If my spouse has dual coverage with Anthem can they still earn incentive rewards?

Yes, they can still earn incentive rewards. They will need to contact technical support, **866-755-2680**, to have an Anthem associate manually enter the activities for them. At that point the Anthem associate can assist in purchasing the e-gift card of the spouse's choosing and the e-gift card will be sent to the spouse's secure message center.

Who do I contact if I have additional questions about incentive rewards?

- Contact Member Services using the phone number on the back of your health insurance card, **855-603-7982**
- For technical support about the Sydney Health app or anthem.com, call **866-755-2680**, Monday–Friday, 8 a.m. to 8 p.m. ET.

How can I access the Sydney Health app or anthem.com to see the activity options and earned incentive rewards?

You and your spouse/domestic partner enrolled in an Anthem medical plan can view the ways to earn by logging in to the Sydney Health app or anthem.com. You will each need to have your own account to view your incentive rewards.

Associates cannot view incentive rewards earned by their spouse/domestic partner.

You can view your rewards by signing into your account on anthem.com or the Sydney Health mobile app.

- Web: Log in to anthem.com and look under **My Health Dashboard → My Rewards**
- App: Log on to the Sydney Health app, go to **Menu → Access Care → My Health Dashboard → Incentives → My Rewards**

Where do I track my incentive rewards?

You can track your activities in **My Rewards** in the Sydney Health app and on anthem.com.

- To use the Sydney Health app, click on **Menu → Access Care → My Health Dashboard → Incentives → My Rewards → View Completed Activity**
- To use anthem.com, log in then look under **My Health Dashboard → My Rewards → View Completed Activity**
- Spouse/domestic partners can view their incentive rewards by signing into their account on the Sydney Health app and on anthem.com, following the same steps above.
- **NOTE:** Spouses/domestic partners will need to have their own account in the Sydney Health app and/or on anthem.com.

What are the activity processing times?

- Claims based incentives take up to 60 days to process from the date of service.
- Digital activities take 24-48 hours to process.
- Self-report/self-attest activities are processed immediately.

How much can a participant earn in incentive rewards?

CEBCO participants can earn up to \$200 in rewards by completing activities between 8/15/2024 and 8/14/2025

How are incentive rewards earned?

All activities that earn rewards can be found in the following locations:

- To use the Sydney Health app, click on **Menu** → **Access Care** → **My Health Dashboard** → **Incentives** → **My Rewards**
- To use anthem.com, log in then look under **My Health Dashboard** → **My Rewards**

Are Medical Waivers available for members who may not be recommended to participate in a claims-based incentive?

Yes, if a participant is not recommended by their doctor to complete a claims-based incentive a medical waiver is available for them to download from the My Rewards page.

Why is my medical visit not showing as completed?

All claims based incentives can take up to 60 days to process and show in your incentive experience as completed. Be sure to check under your claims that the claim is showing as processed.

All incentive activities require that the claim be processed through your Anthem insurance. Any completed activities not billed through Anthem do not qualify for an incentive.

If you still have questions please contact member services at **855-603-7982**

What fitness devices/trackers can I sync?

Sydney can connect directly with the following devices:

- Fitbit®
- Garmin®
- iHealth®
- Misfit
- Apple® HealthKit®
- GoogleFit®

If you do not have any of the above devices you can connect any device indirectly through your phone's health kit/app: Apple Health or GoogleFit. If you need any assistance you can call technical support at **866-755-2680**, Monday–Friday, 8 a.m. to 8 p.m. ET.

How do I sync a fitness device/tracker?

1. To manage devices/apps in mobile, select "Manage Devices/Apps" in the Activity Tracking section. Toggle the button next to the device/app you want to connect to Sydney to begin the connection process
2. Follow the directions on the screen to connect your device/app.
3. Once you have successfully connected a device/app, if you have multiple devices/apps connected you will be prompted to select which data should come from which device/app. Sydney cannot combine data from multiple sources.
4. You can also access the "Manage Devices/Apps" screen through a link at the bottom of the steps tracking page.

If you need any assistance you can call technical support at 866-755-2680, Monday–Friday, 8 a.m. to 8 p.m. ET.

What if I don't have a device/tracker to connect?

All users have the ability to manually enter their steps within the Sydney app and on anthem.com. Users are able to log activities up to 30 days in the past.

- Web: On anthem.com log in and you will have two options to manually log activities:
 - **My Health Dashboard** → **Activity Tracking**. Under tracking preferences you will see the options to manually log results.
 - **My Health Dashboard** → **My Rewards**, find the log daily activity, nutrition or sleep tiles and select the Manually Log Results option on the tile.
- App: Log on to the Sydney Health app and you will have two options to manually log activities:
 - Go to **Menu** → **Access Care** → **My Health Dashboard** → **Incentives** → **My Rewards**. Find the log daily activity, nutrition or sleep tiles and select the Manually Log Results option on the tile.
 - Go to **Menu** → **Access Care** → **My Health Dashboard** → **Activity Tracking**. Select the action you would like to manually log. You will find the Manually log Results option under the graph on each activities page.

Once you are on the manually log results page you will select the date you completed the task, choose the activity from the drop-down menu and select the minutes of activity, hours of sleep or calories for nutrition.

What if my steps data is missing?

If you are concerned that your data is missing from the Sydney mobile app you can select the Missing Data link to resync data from your device. This option is only available on Apple devices and will only show if you have connected your Apple Health Kit. All other users with missing data can call technical support at 866-755-2680, Monday–Friday, 8 a.m. to 8 p.m. ET.

Redeeming Rewards

How will I receive my incentive reward?

Once you have earned an incentive reward, you must redeem rewards in the Sydney storefront (Redeem Rewards) and select the eGift Card of your choice.

- Access on Web: Log in to **anthem.com** and look under **My Health Dashboard** → **My Rewards (Under Incentives)** → **Redeem Rewards**
- Access on Sydney App: Log on to the Sydney Health app, go to **Menu** → **Access Care** → **My Health Dashboard** → **Incentives** → **My Rewards** → **Redeem Rewards**
- Once on the Redeem Rewards page, you can see items available to “purchase,” your balance amount Available to spend, and view your past Orders.
- To redeem a reward, select a gift card option, and enter the amount you want to redeem in the “amount” line then press Purchase.
- Once an eGift card has been purchased, select Redeem to view gift card redemption instructions including your gift card code.
- To view details on rewards that have been redeemed, you should select Orders on the Redeem Rewards page. The eGift card code populates in this section and can be used to redeem at the merchant or wherever accepted. Directions on how to use the eGift card are shown at the bottom of the page.
- You will also receive a secure message sent to your Message Center in Sydney that contains your eGift card code.
- eGift cards can be redeemed in store or on merchant website at checkout as applicable using the eGift card code provided

- **Note:** Mastercard eGift cards are considered bank cards. When you click “Redeem” in your Orders you will be linked out to our vendor site to create a secure name and password. Mastercard balances, spend, and options to receive a physical card can all be managed on the vendor site.
- **Note:** you must redeem your rewards within your current medical plan year eligibility. Any rewards not redeemed during this time will rollover for 3 months into your next eligible plan year, after which they will disappear from your storefront.

How can I view my storefront purchases and manage my purchase history?

You can view redemption history and access eGift card codes in the Orders section of Redeem Rewards. Additionally, there will be a secure message sent to the Message Center in Sydney (Web and App) containing a confirmation of your purchase that also includes your eGift card codes.

- Access on Web: Log in to anthem.com and look under **My Health Dashboard → My Rewards → Redeem Rewards → Orders**
- Access on Sydney App: Log on to the Sydney Health app, go to **Menu → Access Care → My Health Dashboard → Incentives → My Rewards → Orders**

Will I get a reminders about my rewards?

Yes, you will get a monthly message of your rewards summary including how much you have earned and what rewards are still available.

Can I redeem more than one gift card?

Yes, you can choose one or more gift cards when redeeming your rewards. For example if you have \$100 you can choose to redeem all of it with one Amazon gift card or you can choose 1 Target card with \$60 and one Home Depot with \$40.

Is there a minimum amount required to redeem a gift card?

Minimum purchase amounts vary by gift card:

Amazon: \$5

Apple: \$5

GAP: \$10

HomeDepot: \$5

Mastercard: \$5

T.J.Maxx/Marshalls/HomeGoods: \$10

Target: \$5

Uber Eats: \$15

Do rewards Expire?

Yes, any rewards earned and not redeemed will expire 3 months after the end of your medical plan year.

- Example: You earn \$100 during your plan year 8/15/2024 through 8/14/2025. You redeem \$50 in your storefront on 8/1/2025. \$50 will rollover and be added to your storefront 8/15/2025 and expire if not redeemed before 11/30/2025.

Once a gift card is redeemed do the gift cards expire?

- Mastercard gift cards have a 12-month expiration date from the date that they are redeemed in the Sydney storefront.
- All other retail gift cards do not have an expiration date.

Are rewards taxable?

Yes, rewards are taxable. CEBCO will not issue a 1099 form. For further questions, please contact your tax professional.

Can termed members redeem unclaimed rewards?

Yes, if you have earned a reward, but did not redeem it you will have 6 months to call the customer service number on the back of your ID card to request your redemption.