



See a doctor anytime, anywhere — no appointment needed


With the Bass Pro Shops Medical Plan, you have options to receive expert care through the Sydney Health and My Premise Health apps


When you need nonemergency care quickly, and your primary care doctor isn't available, it's important to know you have options besides the emergency room (ER).


Now more than ever, people are turning to virtual care — also known as telehealth or telemedicine — from experienced doctors on their phones, tablets, and computers. It's a convenient, low-cost choice when you want help right away with urgent issues. Primary care and specialty care are also available by appointment.

If you do have a health emergency, such as chest pain or shortness of breath, it's always best to go to the ER or call 911.

Why virtual care?

 **Help is available 24/7**
Visit with a doctor quickly through your phone, tablet, or computer — with no appointments or waiting rooms.

 **Low-cost care options**
Save money — virtual visits cost significantly less than a trip to the emergency room.¹

 **Reliable care you can trust**
Manage your urgent care needs and receive expert advice, treatment plans, and prescriptions.²

Learn more about both the SydneySM Health and My Premise HealthSM apps on the next page.

Download the Sydney Health app

Scan the QR code with the camera on your mobile device. This app is provided by Anthem Blue Cross and Blue Shield as a part of your Bass Pro Shops Medical Plan.



Download the My Premise Health app

Scan the QR code with the camera on your mobile device. This app is provided by Premise Health in partnership with the Bass Pro Shops Family Health Center.



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Virtual care is available through the Sydney Health and My Premise Health apps

Your health plan covers video and chat visits with healthcare professionals and virtual primary care by appointment. For your convenience, virtual care is accessible in two locations — the **Sydney Health** app and the **My Premise Health** app. Even if you're not enrolled in a Bass Pro Medical Plan you can take advantage of urgent virtual care services for \$55 each visit.

For Outfitters and their family members enrolled in a Bass Pro Medical Plan

Receive urgent, primary, and specialty care through the Sydney Health and My Premise Health apps. When you log in, you will have several options to choose from, depending on the type of care you need.

Your level of service	How to access	Availability	Cost
Check your symptoms: Using your feedback, the Symptom Checker will suggest next steps in care.			
<ul style="list-style-type: none"> On the Sydney Health app or anthem.com 	From the home screen, select Symptom Checker .	24/7	No extra cost
Receive primary care: Including preventive care, condition management, care for women's health, mental health, and wellness.			
<ul style="list-style-type: none"> On the Sydney Health app 	Set up an appointment through the home screen by selecting Check-ups and Ongoing Care .	Monday through Friday, 8 a.m. to 8 p.m. CT Saturday and Sunday, 8 a.m. to 4 p.m. CT	Annual preventive care: No extra cost Chronic condition management: Choice PPO Plan \$5 copay
<ul style="list-style-type: none"> On the My Premise Health app 	Set up a video appointment through the home screen by selecting Schedule an Appointment .	24/7	HDHP Core and Value Plan \$40 until Deductible is met, then \$0
Receive urgent care: Including treatment for coughs and colds, rash, pink eye, bladder issues, minor cuts, and sprains.			
<ul style="list-style-type: none"> On the Sydney Health app 	For video visits, select Care from the home screen, and then choose Video Visit . For chat visits, select Chat with a Doctor 24/7 from the home screen.	24/7	Choice PPO Plan \$5 copay HDHP Core and Value Plan \$55 until Deductible is met, then \$0
<ul style="list-style-type: none"> On the My Premise Health app 	Set up a video appointment through the home screen by selecting Get Care Now .	24/7	Choice PPO Plan \$5 copay HDHP Core and Value Plan \$40 until Deductible is met, then \$0

For Outfitters NOT enrolled in a Bass Pro Medical Plan

Receive treatment for common ailments like coughs and colds, rash, pink eye, bladder issues, minor cuts, and sprains.

Your level of service	How to access	Availability	Cost
Receive urgent care			
<ul style="list-style-type: none"> On the Sydney Health app using LiveHealth Online 	For video visits, select Care from the home screen, and then choose Video Visit . For chat visits, select Chat with a Doctor 24/7 from the home screen.	24/7	\$55

¹ Costs are calculated according to the member's estimated out-of-pocket costs and average health plan copays. Care outside of your network may cost more out of pocket. Call the Member Services number on your ID card if you have questions about your plan.

² Your doctor will prescribe you medications as they see fit.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

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 The Virtual Primary Care experience is offered through an arrangement with K Health. Other virtual care services offered through an arrangement with LiveHealth Online.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of your health plan.

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