



Benefits that support the LGBTQ community

Having access to safe, high-quality care makes a difference in our physical and emotional well-being. At Anthem, not only are you respected and valued as a member of the LGBTQ community, but you have the health benefits and caring support you need to take care of yourself and your family. Your health plan offers:



Broader benefits

- Benefits are not excluded based on gender identity.
- Benefits are available for spouses and domestic partners. You can check with your employer for more details.
- Medically necessary treatment is covered, including hormone therapy and mental health counseling.¹
- World Professional Association for Transgender Health (WPATH) Standards of Care are followed when approving gender-affirmation services.²



Tools and resources at no extra cost

- Online and mobile tools, such as the SydneySM Health mobile app, offer personalized health and wellness and benefits information in one location. You can use the app to:
 - Find care and compare costs.
 - Check claims and benefits details.
 - View and use digital ID cards.
 - Ask questions about your benefits using the interactive chat feature.
- You have access to forums led by doctors on topics such as “Gender Dysphoria and Transgender Issues,” “Cultivating Transgender Inclusion,” and “Health Care Reform – Transgender Benefits.”



Call Member Services at the number on your ID card if you have questions about your health plan or what your benefits cover.



Benefit support for gender-affirming care

If you need gender-affirming care but are unsure where to begin, please call Member Services. They will provide you and your family with dedicated support and ensure you understand how your benefits can support you. They can also:

- Go over costs of services.
- Find appropriate care providers in your plan's network.
- Work with care providers on preapproval.
- Confirm schedules and procedures.

How we're taking action to improve care for the LGBTQ community

- Our nurse care managers and clinical teams have access to training on caring for transgender members so they can provide the best support possible.
- Our Member Services team takes a "Cultivating Cultural Competency" course to increase their understanding of and sensitivity to LGBTQ concerns.
- Anthem sponsors mydiversepatients.com to help doctors and other healthcare professionals learn how to better provide LGBTQ patients with understanding care.

We are here for you

Our care managers understand the diversity of our members and their healthcare needs. They can:

- Help you understand your options when it comes to gender-affirming care or your fertility benefits.
- Assist you in finding the best, most appropriate care providers close to you.
- Connect you to local resources that can provide support, if needed.

¹ Medically necessary treatment is established by the treating provider, benefits plan design, and medical policy.
² Based upon your benefit coverage.

Sydney Health is offered through an arrangement with Cereon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2024

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