

Press Release

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Anthem Announces Additional Resources for Consumers, Care Providers and Community Partners to Deliver Whole Health Care Support and Relief in Response to COVID-19

Resources include support for social isolation, job loss, food insecurity and stress

INDIANAPOLIS--(BUSINESS WIRE)--Apr. 7, 2020-- As the nation comes together to address the COVID-19 crisis, Anthem is delivering support and relief to all those affected as part of our ongoing commitment to improving lives and communities. Today, Anthem is announcing a number of new resources and initiatives developed in partnership with leading community and health partners to provide support for the whole health needs of individuals, families and communities.

“We remain committed to the needs of the whole person—both physical and emotional—as we battle this healthcare crisis together,” said Anthem President and CEO Gail K. Boudreaux. “Addressing whole health needs, such as food, housing and behavioral health concerns is an important part of our mission to improve lives.”

To help consumers navigate care easily from their devices, the [Sydney Care](#) mobile app has expanded its capabilities to help people assess their symptoms and locate testing sites in their communities, if needed. Members can complete a *Coronavirus Assessment* directly on the app to quickly and safely evaluate their symptoms, assess their risk of having COVID-19, and connect directly to a board-certified doctor via text or secure two-way video via the app. Doctors can recommend treatment options and if testing is needed, members will be able to use the site locator to help determine a convenient location for follow up.

New resources include:

COVID-19 Mental Health Resource Hub: Anthem’s affiliated health plans and Beacon Health Options have joined with [Psych Hub](#), mental health advocates and other national health insurers to develop a free digital resource site to help individuals and care providers address behavioral health needs resulting from the COVID-19 pandemic. This COVID-19 Mental Health Resource Hub provides a range of resources designed to help people, their families and care providers cope with pandemic-related stress brought on by social isolation, job loss and other challenges. The Resource Hub is a collaboration among several national leaders in the mental health community. Anthem and Beacon will share their COVID-19 related content with Psych Hub, and web sites for [Anthem’s affiliated health plans](#) and [Beacon](#) will house educational videos produced by Psych Hub, as well as behavioral health-focused resources authored by Anthem and Beacon mental health experts.

Aunt Bertha partnership: Many consumers across the country are searching for resources to help with food, housing, job training, transportation, and more. In order to make it easy for people to find important social services during this time of great need, Anthem has partnered with [Aunt Bertha](#), a leading social care network, which helps connect individuals and families to free and reduced-cost social services in their communities. These programs include COVID-19-specific assistance, such as food delivery and help paying for bills. All consumers can access the more than 350,000 programs, which are available in every zip code across the U.S.

Additional Employee Assistance program (EAP) Resources: To provide additional help for members who seek to address and navigate mental and behavioral health issues, Anthem’s affiliated health plans are providing no-cost access to EAP informational resources for 90 days to those who do not already have access. Anthem members can access [anthemEAP.com](#) for helpful COVID-19 resources, as well as articles and tip sheets on daily needs, child and eldercare resources and legal and financial information.

“We know from listening to consumers and care providers that people are struggling to cope with the life-altering changes the pandemic has caused,” said Prakash Patel, MD, Executive Vice President, and President of Anthem’s Diversified Business Group. “These resources – supported by some of the nation’s foremost experts on mental health – will provide individuals, as well as our front-line care providers, with information and tools that may alleviate their stress and improve their resilience and emotional well-being.”

Anthem continues to closely monitor COVID-19 developments and listen to the needs of our communities, Anthem associates, consumers and care providers. Details on coronavirus resources can be found at [www.anthem.com/coronavirus](#) or on Anthem members’ companion [Sydney Health](#) app.

About Anthem, Inc.

Anthem is a leading health benefits company dedicated to improving lives and communities, and making healthcare simpler. Through its affiliated companies, Anthem serves more than 79 million people, including 41 million within its family of health plans. We aim to be the most innovative, valuable and inclusive partner. For more information, please visit www.antheminc.com or follow @AnthemInc on Twitter.

About Beacon Health Options

Beacon Health Options, is a leading behavioral health services company that serves approximately 37 million individuals across all 50 states. We work with employers, health plans and government agencies to provide robust mental health and substance use disorder services through innovative programs and solutions that improve the health and wellness of people every day. Beacon is a national leader in the fields of mental and emotional wellbeing, addiction, recovery, and employee health. Collaborating with a network of providers in communities around the country, we help individuals live their lives to the fullest potential. For more information, visit www.beaconhealthoptions.com and connect with us on www.facebook.com/beaconhealthoptions, www.twitter.com/beaconhealthopt and www.linkedin.com/company/beacon-health-options.

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