Manage your spending account online

You're in control of your spending account dollars. Take advantage of online tools to keep track of your spending and manage your account.

Start at anthem.com/ca or in the Sydney Health app

On your desktop

Go to **anthem.com/ca** to register. Under the *My Plans* tab, choose **Spending Accounts** to view your balance(s). Then, select **Manage My Account** to go to your Benefit Account Summary.

On your smartphone

Go to the Sydney℠ Health mobile app to register. Under the *Menu* tab, choose **Spending Accounts** under *My Plans* to view your balance(s). Select your account, then choose **Manage My Account** to view your Benefit Account Summary.

Benefit Account Summary

This page gives you a summary of your spending account, including your current balance(s). You can:

- See recent alerts.

- Review or make contributions.

- Review your recent transactions with dates and status information.

- Pay your doctor, hospital, or other healthcare provider (if applicable).

- Reimburse yourself for a payment you made for qualified medical expenses (if applicable).

Use the menu icon at the top left of the page to access *My Accounts, Claims, Resources*, and *How It All Works*. Each has a drop-down menu of tasks.

Anthem

My Accounts/My User Profile

Direct deposit

Setting up direct deposit for reimbursement ensures you receive your funds fast.

Desktop

1. Log in at **anthem.com/ca**.
2. Under the *My Plans* tab, choose **Spending Accounts** and then **Manage My Account**.
3. Select the menu icon at the top left. Under *Claims*, choose **Reimbursement Preference**.
4. Select **Direct Deposit** and complete the requested information.
5. Check the box to agree and select **Save**.

Mobile

1. Log in to the Sydney Health app.
2. Go to the *Menu* tab, then select **Spending Accounts** under *My Plans*.
3. Select your plan, then select **Manage My Account**.
4. Go to the menu, select **My**, then choose **User Profile**.
5. Select **Reimbursement Method** and choose **Direct Deposit**.
6. Complete the requested information. Check the box to agree and select **Save**.

Order a debit card for your dependent

You can request an additional debit card online so your dependent can access your spending account dollars or funds.

Desktop

1. Log in at **anthem.com/ca**.
2. Under the *My Plans* tab, choose **Spending Accounts** and then **Manage My Account**.
3. In the upper right corner, choose your name, select **Profile**, and then select the orange **Add Family Member**.

Mobile

1. Log in to the Sydney Health app.
2. Go to the *Menu* tab, then select **Spending Accounts** under *My Plans*.
3. Select your plan, then select **Manage My Account**.
4. Go to the menu, choose **My**, then select **User Profile** and **Add Family Member**.

Once the dependent has been added, you will receive an additional debit card in the mail within 7 to 10 business days.

Claims

Submit reimbursement request — health savings account (HSA)

Desktop

1. Log in at **anthem.com/ca**.
2. Under the *My Plans* tab, choose **Spending Accounts** and then **Manage My Account**.
3. Select **HSA Bill Pay**.
4. Select **Pay Someone Else** to pay a provider directly or **Pay Me** to reimburse yourself for an expense.
5. After completing the requested information, check the box to agree and choose **Submit**.

Mobile

1. Log in to the Sydney Health app.
2. Go to the *Menu* tab, then select **Spending Accounts** under *My Plans*.
3. Select your plan, then select **Manage My Account**.
4. Under the menu, select **Claims**, then choose **Add claim for immediate reimbursement**.
5. After completing the requested information, check the box to agree and select **Submit**.

Check all your claims activity, including the status.

Desktop

1. Log in at **anthem.com/ca**.
2. Under the *My Plans* tab, choose **Spending Accounts** and then **Manage My Account**.
3. From the menu, select **Claims**, then select **Claim Activity**.
4. Your claims details will be listed here, including the amount, date of service, and status of each claim.
5. Select a claim to see more details, such as the provider or tracking number. Choose **Add Receipt** if it's needed for a claim.
6. Select **HSA Bill Pay.**

Mobile

1. Log in to the Sydney Health app.
2. Go to the *Menu* tab, then select **Spending Accounts** under *My Plans*.
3. Select your plan, then select **Manage My Account**.
4. Go to the menu, choose **Claims**, then choose **Claims Activity**.

Resources

Choose this section on desktop to:

- Read important announcements about your spending account.

- Review a list of qualified medical expenses.

- Download or view important forms, such as:

  - Claims
  - Account maintenance
  - Disclosures
  - IRS resources

How it all works

Go online to learn more about how your spending account works. You can find tips, watch a video, use a calculator to help you understand your account, and find additional details, such as:

- Who contributes to the account and how much.

- How to use the account.

- How you benefit from the account.

- What expenses your funds can pay for.

Quick links on your account dashboard

Desktop

At the top right of your dashboard, select **your name** to connect to helpful information. You can:

- Update your user profile information.

- Report if your debit card is lost or stolen and you need a new one.

- Let us know how you would like us to communicate with you.

Mobile

In the Sydney Health app, go to the *Menu* tab in the bottom right corner. Select **Spending Accounts** under *My Plans*. Select your plan, then select **Manage My Account**. Go to the menu, then choose **Notifications** to:

- Review your recent alerts about your account.

- Read your messages, most of which ask you to take action.

You can also choose **My** from the menu to:

- Update your user profile information.

- Report if your debit card is lost or stolen and you need a new one.

- Let us know how you would like us to communicate with you.

- Manage your family members.

Your Health Savings Account (HSA)

To make contributions to your HSA, you need to add a bank account.

Add a bank account

Desktop

1. Log in at **anthem.com/ca**.
2. Under the *My Plans* tab, choose **Spending Accounts** and then **Manage My Account**.
3. Select **Contributions**.
4. Select **Add Bank Account**.
5. A pop-up box will open so you can enter information about your bank account.
6. Choose **Submit**. A quick validation follows, with two small credits and a debit applied to your bank account.
7. Check your bank account for these test transactions and note the amounts.
8. Go back to your HSA page. Choose the bank account you've added and select **Validate Account**.
9. A pop-up box will open. Enter the transaction amounts applied to your bank account and choose **Submit**. You can now contribute to your HSA from your preferred bank account.

Mobile

1. Log in to the Sydney Health app.
2. Go to the *Menu* tab. Then, select **Spending Accounts** under *My Plans*.
3. Select your plan, then choose **Manage My Account**.
4. Then, select the green bar with your HSA Plan.
5. Select **Contributions**. Then, select **Bank Accounts**.
6. Choose **Add Account**.
7. Enter information about your bank account and choose **Submit.**
8. A quick validation follows, with two small credits and a debit applied to your bank account. Check your bank account for these test transactions and note the amounts.
9. Go back to your HSA page. Choose the bank account you've added and select **Validate Account**.
10. Enter the transaction amounts applied to your bank account and choose **Submit**. You can now contribute to your HSA from your preferred bank account.

Make a contribution

Desktop

1. Log in at **anthem.com/ca**.
2. Under the *My Plans* tab, choose **Spending Accounts** and then **Manage My Account**.
3. Choose **Contributions**, then select **Add Contribution**.
4. A pop-up box will open. Enter the date and desired contribution amount, and choose your preferred bank account from the drop-down list.
5. Select **Submit**. Your contribution will immediately appear on the Transactions page.

Mobile

1. Log in to the Sydney Health app.
2. Go to the *Menu* tab. Then, select S**pending Accounts** under *My Plans*.
3. Select your plan, then choose **Manage My Account**.
4. Select the green bar with your HSA plan.
5. Select **Contributions**, then choose **Add Contributions**.
6. Enter the date and desired contribution amount, and choose your preferred bank account from the drop down list.
7. Select **Submit**. Your contribution will immediately appear on the Transactions page.

Note: You may only contribute up to the maximum amount allowed by the IRS for the plan year. Check your annual contribution limit before contributing.

Save on HSA fees with eStatements

Desktop

To enroll in electronic statements:

1. Log in at **anthem.com/ca**.
2. Under the *My Plans* tab, choose **Spending Accounts** and then **Manage My Account**.
3. Go to the *Menu* tab and select **Dashboard**, then **Statements** (if you don't see this option, you are already enrolled in electronic statements and don't have to do anything else).
4. Open the *Sample PDF File* and find the PDF PIN code.
5. Enter the code into the PDF PIN number box and select **Submit**.

Save on HSA fees with eStatements (continued)

Mobile

To enroll in electronic statements:

1. Log in to the Sydney Health app.
2. Go to the *Menu* tab. Then, select **Spending Accounts** under *My Plans*.
3. Select **HSA**.
4. Choose **Manage My Account**, then **Statements** (if you don't see this option, you are already enrolled in electronic statements and don't have to do anything else).
5. Open the *Sample PDF File* and find the PDF PIN code.
6. Enter the code into the PDF PIN number box and select **Submit**.
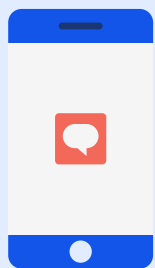
Managing your healthcare expenses is easier online

If you have questions, send us an email through the Message Center at **anthem.com/ca**, or call us at the Member Services number on your ID card.

Anthem ⊕