

Access your Anthem ID card right from your phone or computer

Frequently asked questions about your digital ID card



As an Anthem member, your member ID card is available anytime through your smartphone or computer. Here are answers to some commonly asked questions about using your digital ID card.

- **How do I access my digital ID card?**

Register at [anthem.com/ca](https://www.anthem.com/ca) or on the Sydney app to see your digital ID card, anytime. You can use your member ID to register online. New members may have received an activation code to register after enrollment.

- **How does my digital ID card work?**

It works just like the one you would get in the mail. You can show, email, or fax it to your doctors right from your phone or computer. You can even share it with family members. And why wait until your appointment? You can send your digital ID card to your doctor at the same time that you make your appointment. Many doctors can even look up your digital ID card through our system.

- **Why do I want my ID card on my phone instead of in my wallet?**

You probably always carry your phone. So your card will always be with you. Plus, it thins your wallet, it's secure, always current and you can share it easily.

- **Why do I need my ID card?**

They ask for it at the doctor's office to help them figure out your benefits.

- **Is my information secure with my ID card on the mobile app?**

Absolutely. All of your health care information is secure and can only be accessed by you when you log in. You can even set up touch authentication so your fingerprint can be used to access your info.

- **Will I have access to other members' ID cards on my plan?**

If you're the subscriber, meaning the person carrying the health plan, yes. Otherwise, you'll only be able to view your own ID card. The subscriber can give other members on the plan viewing permission by updating their profiles and choosing their access rights once they log in.



- **What is the Apple Wallet?**

It's an app on your iPhone that stores your credit cards and rewards cards in one place. So you can easily use them without carrying them in your real wallet – or having to open a bunch of different apps on your phone. Our app gives you the option of also keeping your Anthem ID card on Apple Wallet if that's easier for you. If you choose to do that, it'll get updated automatically each time you start a new year on your plan. When you download the ID card, you can always access it without logging in, too.

- **Will I get a new ID card every year?**

Once you choose the digital ID card as your preference, it'll automatically be ready at the start of each new plan year. It'll also update on Apple Wallet if you've chosen to keep it on that app.

- **I'm a current member, so what happens to the ID card I'm using today?**

This does not affect the card you have in your wallet right now. You can even access and use your current ID card on [anthem.com/ca](https://www.anthem.com/ca) or the Sydney app. When your next plan year starts we'll update your ID card on the app automatically.

- **Will I still get an ID card in the mail?**

If you prefer to keep only a digital ID card, log in at [anthem.com/ca](https://www.anthem.com/ca) or the Sydney mobile app. Then select your **Communication Preferences** to digital ID card. That way we won't send you one in the mail in the future.

- **What if I prefer a printed ID card?**

You can print a copy of your ID card anytime on [anthem.com/ca](https://www.anthem.com/ca). You can also request we send you a printed ID card by logging in to the Sydney app or [anthem.com/ca](https://www.anthem.com/ca). Or give us a call and we'll take care of it for you.

Questions?

Give us a call at the Member Services number on your ID card.

