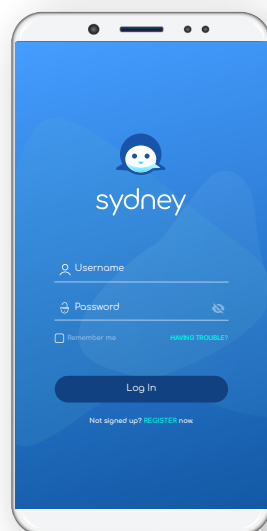
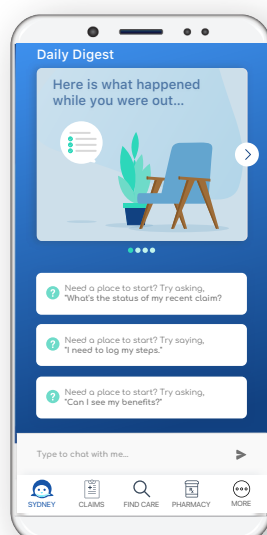


# New Sydney Mobile App and Digital Enhancements



## Frequently Asked Questions

### **Q: How is Empire's digital strategy changing to better support members?**

**A:** Empire is committed to delivering a healthcare experience for our members that's simple, intuitive and personal. To achieve this, we're using technology, Artificial Intelligence (AI) and data science to deliver a more powerful web and mobile experience. Part of this strategy introduces our members to our new mobile app, Sydney. Members will get the same features as Empire Anywhere with a more personal and human touch. Features and tools available on Sydney will expand over time to deliver a constantly improved member experience.

### **Q: When did Sydney launch?**

**A:** September 1, 2019

### **Q: Will Sydney replace Empire Anywhere app and Engage app?**

**A:** Yes. Sydney will completely replace Empire Anywhere upon launch. Large Groups with Engage Basic and Standard can continue to use the Engage app until their group renews in 2020. After that, the Engage app will no longer be available.

### **Q: Will members be required to download the Sydney app?**

**A:** Yes. Empire Anywhere apps will be removed from app stores on September 1, 2019. Members with Empire Anywhere apps installed on their devices will still be able to use it, but will receive an in-app alert letting them know to download Sydney.

### **Q: Will members be required to re-register on the new app?**

**A:** No. Members who access Empire Anywhere today will not need to re-register. Once they download the Sydney app they will continue to use the same login credentials. For those using our mobile app for the first time, if they've already registered on empireblue.com their login credentials can be used with Sydney.

## FAQ's (cont.)

### **Q: What can members do with Sydney?**

**A:** Members will have the same features as Empire Anywhere. Plus, our new chatbot technology will allow users to get answers to common questions.

### **Q: Will additional features and functionality be added to Sydney and empireblue.com?**

**A:** Yes. We will continue to add new enhanced personalization and engagement features in 2020 and beyond.

### **Q: What are some of the new personalized features?**

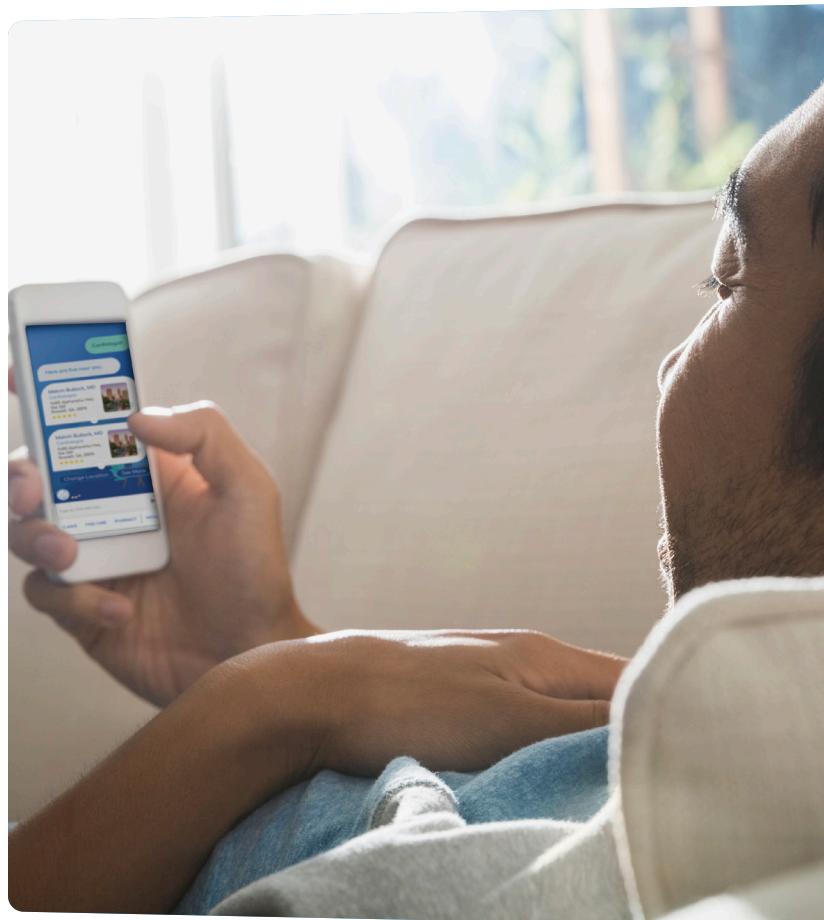
**A:** A new Health Dashboard brings together personalized program recommendations and wellbeing content.

#### **Other features include:**

- **Health Score**
- **Member Interest Questionnaire**
- **Member Selected Goals**
- **Goals Dashboard**
- **Care Gap Alerts**
- **Device/Tracker Integration**
- **Monetary Incentives (as available)**
- **Non-Monetary Rewards**
- **High Touch Clinical Program Integration**

### **Q: Will members still have access to the Online Wellness Toolkit?**

**A:** Yes, members will still have access to all components of the current Online Wellness Toolkit. These features will be integrated within the new Health Dashboard. Members will be able to access the Dashboard from their secure web and mobile home screens.



**For groups with 100 employees or more, currently using the Engage Basic or Standard Product:**

### **Q: What does this mean for the Empire Engage app?**

**A:** The capabilities offered in Engage Basic and Standard will be available through Sydney after January 1, 2020. Groups who use the Engage Basic or Standard\* app will no longer have access to these apps after renewal in 2020. Groups who have purchased Engage Elite and Elite Plus programs can continue to use the Engage app until their renewal in 2021.

\*Exceptions may include groups who currently offer 3rd party integrations. Cases will be reviewed on a group by group basis.

**NOTE:** Groups that want to continue to offer customized features available through Mobile Health Consumer will remain on that experience until 2021.



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healthcare experience for our members.**

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