

Three ways artificial intelligence can enrich your life

Technology is part of our daily lives. We use a smart device several times a day — if not several times an hour. Smartwatches, fitness trackers, and smart speakers (such as an Amazon Echo), along with our smartphones, rely on artificial intelligence (AI) to process large amounts of data and make recommendations based on the results. From doctor visits to using health benefits, AI is changing the way people receive care and manage their health.

Here are three ways AI is changing your healthcare:

1. Helping doctors provide better care

Thanks to AI-powered algorithms, doctors can examine health outcomes from many people around the world, and use that data to improve individual personalized care plans. For example, immunotherapy (a cancer treatment where the immune system is activated to attack cancer cells) may soon be customized based on a person's unique genetic profile.

From dental procedures to plastic surgery, AI can help doctors make patient-specific decisions and detection. Even data collected at home can help your doctor interpret health trends. Weigh-ins, blood sugar screenings, or measurements can be shared with a nurse, health coach, or doctor. With results uploaded in real time, your provider can quickly adjust your plan of care.

2. Monitoring your well-being

AI is also improving the ability to track well-being numbers, putting you more in control to care for both mind and body.

Examples include:

- Tracking step counts or exercises and interacting with a virtual fitness or health coach.
- Recommendations for participating in a wellness challenge.
- Monitoring sleep quality or sleep patterns.
- Alerts when you are in an environment that is too loud or could damage hearing.
- Reminders to stand, breathe, meditate, or take a walk if you've been sedentary for too long.

3. Accessing health benefits

If you need to check the cost of a procedure, health plan apps like SydneySM Health allow you to easily view this information. If you aren't feeling well, a symptom checker can provide direction and help ease the stress of scheduling a doctor's appointment or using virtual care.

AI health technology uses voice activation technology through devices like smart watches and smart home speakers. Anthem has introduced Anthem Skill to members of their medical and dental plans. After connecting their account, members can ask Alexa to:

- Order a new member ID card.

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- Check the balance of their health savings account (HSA) or health reimbursement account (HRA).
- Schedule a call with Member Services.
- Find a doctor.
- Refill or check the status of a prescription.
- Check the status of a claim.
- Explain healthcare terms from a glossary of over 200 definitions.

With technology constantly reshaping and improving the quality and access of our healthcare. Just imagine where the next 10 years will take us.

Contact your broker or Anthem Sales representative to find out how the SOCA Benefit Plan can help your employees.

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