

Home is where  
**Telehealth is...**

In fact, Telehealth is wherever  
you need to be.



When registering on the  
American Well site for the  
first time, members will be  
asked for a service key.  
Your service key is: BCBSMA



# Your health care plan includes a convenient new benefit: Telehealth online video visits.

## Quick access to see a doctor

We're happy to introduce a new option for getting medical care for you and your family. Using your smartphone, computer, or tablet, you can access Telehealth services to speak with a doctor or therapist anytime you need care including after business hours and on weekends.

Telehealth covers both medical and behavioral health care for conditions that can be treated through video visits. With Telehealth, you can see a doctor or therapist anywhere you have online access, including your home, workplace, or wherever else you may be.

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## Two easy ways to receive Telehealth care



1. Check with your local doctor or use our Find a Doctor tool on Member Central to identify doctors in the network who offer Telehealth services.



2. Visit **[bluecrossma.com/telehealth](http://bluecrossma.com/telehealth)** to connect to our national network of online doctors and therapists who offer Telehealth services powered by American Well, an independent company.

Since a video visit typically takes about 10 minutes,  
you'll have more time to spend doing the things that matter most to you!

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Visit **[www.bluecrossma.com/telehealth](http://www.bluecrossma.com/telehealth)**  
to learn more about Telehealth.



# Telehealth is:

## Convenient

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## Secure

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## Easy to use

### How to begin a Telehealth video visit

Local network doctors who offer Telehealth services will have their own way to begin a video visit. Usually, this is as simple as going to the doctor's website or using an app on your mobile device. To get started, ask your local doctor how to access his or her Telehealth service.

To access our national Telehealth service provided by American Well, visit **bluecrossma.com/telehealth** using your smart phone, computer, or any mobile device.

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### What to expect from your Telehealth visit

Your doctor can review your medical and behavioral health history, answer questions, and diagnose, treat, and prescribe medication.

Telehealth medical appointments usually take about 10 minutes, while behavioral health appointments can be 30 minutes.



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### The benefits of Telehealth include:

- Coverage for brief medical and behavioral health video visits (Please refer to your plan's Summary of Benefits for specific coverage details.)
- Real-time interactive access to talk with a doctor or therapist through our local or national provider networks
- On-demand medical professional consultations, available 24/7/365, and convenient scheduling of behavioral health visits
- Quality health care experience—featuring the expansive provider network, exemplary customer service, and dedication to excellence that Blue Cross is known for
- Eliminate exposure to others' illnesses in waiting rooms
- More time to spend with family or friends
- Avoid costly emergency room visits for simple conditions
- Web and mobile visits supported



# Telehealth delivers quality health care, at your convenience, at any time.

Covered Services	When to Use	Examples of Treatable Conditions	
 <b>Medical Convenience Care</b>	<p>Patients see a doctor online for a range of issues, including minor illnesses and injuries, symptoms from chronic conditions, and even general health and wellness concerns.</p> <p><b>Often reasons include:</b></p> <ul style="list-style-type: none"> <li>+ Time savings</li> <li>+ Alternative to ER</li> <li>+ Doctor's office is closed</li> <li>+ Follow up with existing doctor</li> </ul>	<ul style="list-style-type: none"> <li>+ Bronchitis</li> <li>+ Cough</li> <li>+ Sinus infection</li> <li>+ Sore throat</li> </ul>	<ul style="list-style-type: none"> <li>+ Urinary tract infection</li> <li>+ Fever</li> <li>+ Pinkeye</li> <li>+ Cold and flu</li> </ul>
 <b>Behavioral Health</b>	<p>Telehealth provides reliable and convenient therapy visits with trained and certified professionals. Patients see therapists online for a variety of reasons.</p> <p><b>Often reasons include:</b></p> <ul style="list-style-type: none"> <li>+ Not wanting to be seen waiting outside a therapist's office</li> <li>+ Experiencing depression or anxiety due to grief, divorce, parenthood, or other major life changes</li> </ul>	<ul style="list-style-type: none"> <li>+ Depression</li> <li>+ Anxiety</li> <li>+ Stress management</li> <li>+ Sleep difficulties</li> <li>+ Relationship challenges</li> </ul>	<ul style="list-style-type: none"> <li>+ Child behavior difficulties</li> <li>+ Coping with chronic health problems</li> <li>+ Smoking cessation</li> </ul>

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to learn more about Telehealth care.



MASSACHUSETTS

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