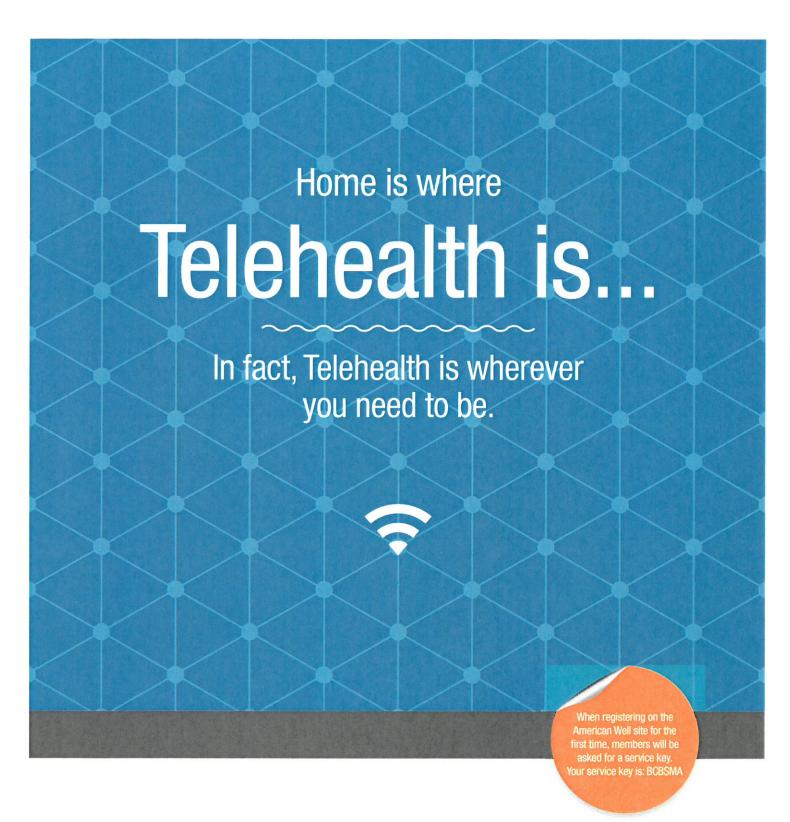


#### **Telehealth**



# 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.

#### 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 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!

Visit www.bluecrossma.com/telehealth to learn more about Telehealth.

### Telehealth is: Convenient

Secure

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.

#### 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.

#### 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** Patients see a doctor online for a range of issues, + Bronchitis + Urinary tract infection including minor illnesses and injuries, symptoms + Cough + Fever from chronic conditions, and even general health + Sinus infection + Pinkeye and wellness concerns. + Sore throat + Cold and flu Medical Often reasons include: Convenience + Time savings Care + Alternative to ER + Doctor's office is closed + Follow up with existing doctor Telehealth provides reliable and convenient therapy + Depression + Child behavior visits with trained and certified professionals. Patients difficulties + Anxiety see therapists online for a variety of reasons. + Coping with chronic + Stress management health problems Often reasons include: + Sleep difficulties + Not wanting to be seen waiting outside + Smoking cessation Behavioral + Relationship a therapist's office Health challenges + Experiencing depression or anxiety due to grief, divorce, parenthood, or other major life changes

Visit www.bluecrossma.com/telehealth to learn more about Telehealth care.