

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



Good news!
Your Telehealth
network is now
more convenient
than ever.

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

Quick access to see a doctor

You know how quick and easy a Telehealth video visit is. 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.

What's new is two easy ways to access Telehealth



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.



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!



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

Covered Services



Medical Convenience Care



Behavioral Health

When to Use

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.

Often reasons include:

- Time savings
- Alternative to ER
- Doctor's office is closed
- Follow up with existing doctor

Telehealth provides reliable and convenient therapy visits with trained and certified professionals. Patients see therapists online for a variety of reasons.

Often reasons include:

- Not wanting to be seen waiting outside a therapist's office
- Experiencing depression or anxiety due to grief, divorce, parenthood, or other major life changes

Examples of Treatable Conditions

- Bronchitis
- Cough
- Sinus infection
- Sore throat
- Urinary tract infection
- Fever
- Pinkeye
- Cold and flu

- Depression
- Anxiety
- Stress management
- Sleep difficulties
- Relationship challenges
- Child behavior difficulties
- Coping with chronic health problems
- Smoking cessation



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

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to learn more about Telehealth.

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Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID Card (TTY: **711**).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: **711**).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: **711**).



MASSACHUSETTS

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