



INSURANCE PROVIDERS TELEMEDICINE OFFERINGS

PROVIDER NAME

DETAILS



<https://www.uhc.com/individual-and-family/member-resources/health-care-tools/virtual-visits>

Offering: UHC provides the ability for a patient to talk to a doctor 24/7 using a phone, mobile device or computer. The Virtual Visit is good for anything that doesn't require hands on examination or physical tests including lab work or imaging. Many prescriptions can also be refilled through a Virtual Visit.

Who Can Utilize: With most UnitedHealthcare plans, you have benefit coverage for Virtual Visits when you use one of the provider groups in the Virtual Visits network and you are getting care for certain non-emergency medical conditions like the flu, colds, pinkeye, rashes and fevers. Some plans also include coverage for mental health Virtual Visits.

Cost: As a UnitedHealthcare plan member, your cost is \$50 or less.



Northern California

<https://mydoctor.kaiserpermanente.org/ncal/get-care/>

Offering: Kaiser Northern California offers scheduled video visits and clinical visits within 2 hours from 7 a.m. to 7 p.m. daily

Who Can Utilize: Members who need non-emergent medical care but not mental health. Must have a KP.org sign-in.

Cost: No cost for most plans.



Southern California

<https://healthy.kaiserpermanente.org/southern-california/get-care>

Offering: Kaiser Southern California offers scheduled video visits. Video visits can be scheduled 24/7 and may offer the same or next day. E-visits which offer self-care advice and appointment recommendations have immediate response, 24/7. For patients who need personalized guidance or prescriptions appointments are usually available within 2 hours, 7 days a week, from 7 a.m. to 9 p.m.

Who Can Utilize: Members who need non-emergent medical care but not mental health. Must have a KP.org sign-in.

Cost: No cost for most plans.



Colorado
Denver/Mountain Areas

https://healthy.kaiserpermanente.org/colorado-denver-boulder-mountain-northern/get-care?kpSearch=sp_Get%20care

Offering: Kaiser Denver/Mountain offers online chats, video visits, and e-visits. Online chats can be scheduled 7 a.m. to 10 p.m., 7 days a week. Video visits are often available same or next day and appointments can be scheduled online 24/7. E-visits will provide a personalized care plan from a Kaiser Permanente nurse within 4 hours and can include self-care advice, prescriptions, and lab test orders.

Who Can Utilize: Kaiser Denver/Mountain Members.

Cost: Online chats and e-visits are provided at no cost.



Georgia

<https://healthy.kaiserpermanente.org/georgia/get-care>

Offering: Kaiser Georgia offers phone, video, and e-visits. Phone visits allow you to talk to a Provider over the phone and appointments are often available same or next day. Services include basic check-ups and specialty care Referrals. Video visits can be scheduled 24/7 and may occur the same or next day. E-visits allow you to get a personalized care plan from a physician — just by filling out a short questionnaire and are available within 2 hours.

Who Can Utilize: Most Kaiser Georgia plans

Cost: No cost for most plans



Hawaii

<https://healthy.kaiserpermanente.org/hawaii/get-care>

Offering: Phone visits which allow you to make an appointment online or use the Kaiser Permanente app. Appointments are available Monday through Friday, 8 a.m. to 5 p.m.

Who Can Utilize: Kaiser Hawaii Members

Cost: No cost

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<https://healthy.kaiserpermanente.org/maryland-virginia-washington-dc/get-care>

Offering: Kaiser MD/WA/VA offers phone, video and e-visits. Phone visits allow you to talk to a provider over the phone and appointments are often available same or next day. Services include basic check-ups and specialty care referrals. Video visits can be scheduled 24/7 and may occur the same or next day. During a video visit, you can receive care for minor health conditions, such as coughs, colds, skin infections, and sleep problems, as well as, medication refills and follow-up for care. E-visits allow you to get a personalized care plan from a physician — just by filling out a short questionnaire and are available within 2 hours.

Who Can Utilize: Most Kaiser MD/WA/VA plans

Cost: If you have an HSA-qualified deductible plan, you'll need to pay the full cost for scheduled phone and video visits until you reach your deductible. Once you reach your deductible, your copay is \$0 for scheduled phone and video visits.



<https://healthy.kaiserpermanente.org/oregon-washington/get-care>

Offering: Kaiser offers e-visits, video visits and phone appointments. E-visits can be submitted 24/7 and receive a reply within an hour from 8 a.m. to 11 p.m. for care advice and prescriptions. Video visit appointments are often available same or next day and can involve care with a primary care clinician, specialty care visits and referrals, follow-up care, and prescription refills. Phone appointments are often available the same or next day.

Who Can Utilize: Kaiser Oregon and SW Washington Members

Cost: Copay, coinsurance, or deductible may be applicable for some plans.



<https://healthy.kaiserpermanente.org/washington/get-care>

Offering: Kaiser Washington offers phone appointments, care chats, and online visits. Phone appointments can be scheduled online and are often available same or next day to provide care for symptoms or health concerns that don't require an in-person visit or follow-up care. Care chats are available 24/7 with a Kaiser Permanente provider to get immediate care, treatment, and prescriptions. Online visits are available 9 a.m. to 9 p.m. 7 days a week where you can get a personalized care plan or prescriptions for common health conditions — just by filling out a short questionnaire.

Who Can Utilize: ALL Kaiser Washington Members

Cost: Phone and chat sessions are free. Online visits are no cost for most members. Members on a qualified HSA plan may be subject to deductibles.



BlueCareAnywhereAZ.com

Offering: Nurse advice and online doctor visits for BCBSAZ Members. Nurse On Call service is available to our members with questions or concerns about COVID-19 or another illness. Registered nurses are available 24/7 at 1-866-422-2729. Medicare Advantage members can call 1-888-905-1172. BlueCare AnywhereSM is a 24/7 service available with most BCBSAZ plans that connects members to a board-certified doctor by live video. Members can use a computer, tablet, or mobile device to talk with a doctor online. This service can be used from home, work, or anywhere.

Who Can Utilize: The newest Medicare Advantage plans include BlueCare Anywhere. BCBSAZ is looking at the possibility of making BlueCare Anywhere available for all of their Medicare Advantage members and their Medicare Supplement members. Check back with the provider for more information coming soon.

Cost: To make it easier for members who have this service, BCBSAZ is waiving the associated copay for the next 90 days. Members will pay \$0 out-of-pocket from now through June 12, 2020, when they use BlueCare Anywhere.

Members can get started at BlueCareAnywhereAZ.com, or download the BlueCare Anywhere telehealth app.



<https://member.teladoc.com/premera>

Offering: Free 24-Hour NurseLine call. Teladoc Health* - high-quality healthcare by phone, video, or mobile app. Visit teladoc.com/premera or open Premera app on your mobile device. Teladoc can conveniently diagnose and treat most non-emergency conditions such as flu, seasonal allergies, upper respiratory infections, and more by phone or video. They can also prescribe medications when necessary.

Who Can Utilize: Most Premera BCBS plans

Cost: Premera is covering COVID-19 tests and related office visit at in-network and out-of-network providers, facilities, and laboratories without out-of-pocket costs to you. (Does not apply to all employer-sponsored plans. Check with your benefits administrator.)

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<https://startlivehealthonline.com/landing.htm>

Offering: Anthem offers LiveHealth Online video sessions or virtual care text sessions right from your phone or device. It is available 24/7, doesn't require an appointment, and requires little to no waiting. In most states, the doctors can write prescriptions, and sessions are covered by many insurance plans.

Who Can Utilize: Anthem members and non-members can use LiveHealth (for a \$59 fee)

Cost: Your LiveHealth Online visit will be at no extra cost through June 14, 2020. Most plans include telehealth as part of their benefits. If LiveHealth Online isn't part of your plan's benefits, you can still use it for \$59 per visit. If doctors in your plan do not use LiveHealth Online, but have their own telemedicine technology to see patients, you can use that technology to see them at no cost until June 14, 2020.



An Anthem Company

<https://startlivehealthonline.com/landing.htm>

Offering: Empire BCBS uses LiveHealth Online video sessions or virtual care text sessions right from your phone or device. It is available 24/7, doesn't require an appointment, and requires little to no waiting. In most states, the doctors can write prescriptions, and sessions are covered by many insurance plans.

Who Can Utilize: Empire members and non-members can use LiveHealth (for a \$59 fee)

Cost: Your LiveHealth Online visit will be at no extra cost through June 14, 2020. Most plans include telehealth as part of their benefits. If LiveHealth Online isn't part of your plan's benefits, you can still use it for \$59 per visit. If doctors in your plan do not use LiveHealth Online, but have their own telemedicine technology to see patients, you can use that technology to see them at no cost until June 14, 2020.



https://members.mdlive.com/humanamedicare/landing_home

Offering: Virtual visits through the MDLIVE Platform. MDLIVE is designed to handle non-emergency medical and behavioral health issues. MDLIVE is available by appointment only and wait times will vary on the schedules of both you and the provider.

Who Can Utilize: All Humana Members

Cost: In response to this emergency, Humana will temporarily reimburse for telehealth visits with participating/in-network providers at the same rate as in-office visits. In order to qualify for reimbursement, telehealth visits must meet medical necessity criteria, as well as all applicable coverage guidelines.



<https://www.cigna.com/individuals-families/member-resources/telehealth-connection-program>

Offering: Cigna offers talk to a nurse or online doctor visits. If you're not sure what type of care you need, talking on the phone with a nurse can help you determine the right care plan. Online doctor visits allow you to talk directly with a board-certified doctor through the phone, or video, for help with minor, non-life-threatening conditions. When medically necessary, they can have prescriptions sent directly to your local pharmacy. Recognizing that health outbreaks can increase feelings of stress, anxiety, sleeplessness, and, in some cases, loss, Cigna is also staffing a second phone line for customers. This 24-hour, toll-free telephone help line will connect customers and caregivers directly with qualified clinicians who can provide support and guidance on coping and resilience.

Who Can Utilize: This enhanced insurance coverage includes customers in the United States who are covered under Cigna -employer/union sponsored group insurance plans, globally mobile plans, Medicare Advantage, Medicaid, and the Individual and Family plans. Employers and other entities that sponsor self-insured plans administered by Cigna will be given the opportunity to adopt a similar coverage policy.

Cost: Customer cost-sharing for telehealth screenings for COVID-19 are waived through May 31, 2020.



<https://member.teladoc.com/aetna>

Offering: Aetna uses LiveHealth Online video session or a virtual care text session right from your phone or device. It is available 24/7, doesn't require an appointment, and requires little to no waiting. In most states, the doctors can write prescriptions, and sessions are covered by many insurance plans.

Who Can Utilize: Aetna members and non-members can use LiveHealth (for a \$59 fee)

Cost: Aetna members and non-members can use LiveHealth (for a \$59 fee)

How May We Help?



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650-336-8430



www.symphonyrm.com