TELEMEDICINE THROUGH AMWELL: A VIRTUAL OFFICE VISIT

VALUE PROPOSITION

Telemedicine is a virtual office visit. It's just like going to the doctor's office but faster, easier and more convenient. Members can connect to board-certified doctors and registered dieticians 24 hours a day, 7 days a week, and 365 days a year from wherever they are through their computer, mobile device or phone.

EmblemHealth offers this benefit through AmWell.

PLAN DETAILS

Convenient: Members can talk to a certified doctor or registered dietician from wherever they are through their computer, mobile device or phone.

- They don't need an appointment.
- Doctors can order certain drugs*.

Dependable: Doctors are on hand 24 hours a day, 7 days a week, and 365 days a year. Registered Dieticians are available 9 am to 11 pm Monday through Friday, and 10 am to 6 pm on Saturdays.

Confidential: Private and secure.

Doctors

Virtual office visits offer members in-network care but do not replace care from their personal doctor. Only a member's doctor can give them the full range of services that meet their health needs.

Members can use a virtual office visit for non-urgent medical care like:

- Fevers
- Cold and flu
- Migraines
- Stomach pain
- Ear-infections
- Allergies
- Pinkeye

Members should not use a virtual office visit:

- For emergency care for situations like broken bones, chest pains, or loss of consciousness.
- When care requires screenings, tests or a review of an X-ray or health record.

Registered Dieticians

Members can use a virtual office visit to speak to a registered dietician for personalized nutrition advice and diet plans based on their goals and health concerns. They can discuss things like:

- Weight loss
- Gluten-free diets
- High cholesterol
- Sports nutrition
- Tips to help with chronic conditions

*Telemedicine and e-prescriptions are available in almost every state including New York, New Jersey and Connecticut.

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NETWORK DESCRIPTION

Members can enroll in AmWell for free at any time by:

- Downloading the mobile phone app for iOS or Android devices and entering Service Key: emblemhealth
- Signing-up on the web at americanwell.com
- Calling 1-855-818-3627 (DOCS)

AmWell Doctors

- Average 15 years of experience in primary and urgent care.
- Are U.S. Board Certified, licensed and credentialed.
- Have profiles that members can read to see their education and experience.
- Are rated by people who have used this benefit, so members can get more information to help them choose a doctor that best suit their needs.

AmWell Registered Dieticians

- Are provided by a network within the One Care Group, a practice with a national network of U.S. board-certified dieticians devoted to video telemedicine.

COST SHARING

Individual and Small Group

- This benefit is embedded in all individual and small group plans at no additional charge.

Large Group

- Large groups can opt-in to this benefit for additional copays ranging from $0 to $30.
- Copays must be established at $5 increments (e.g., $5, $10, $15).
- The copay for the doctor and dietician services must be the same.

Refer to GHI Policy Form PLA-162. Refer to HIP Policy Forms 155-23, 155-OA, 200-23, 200-OA and 151-23