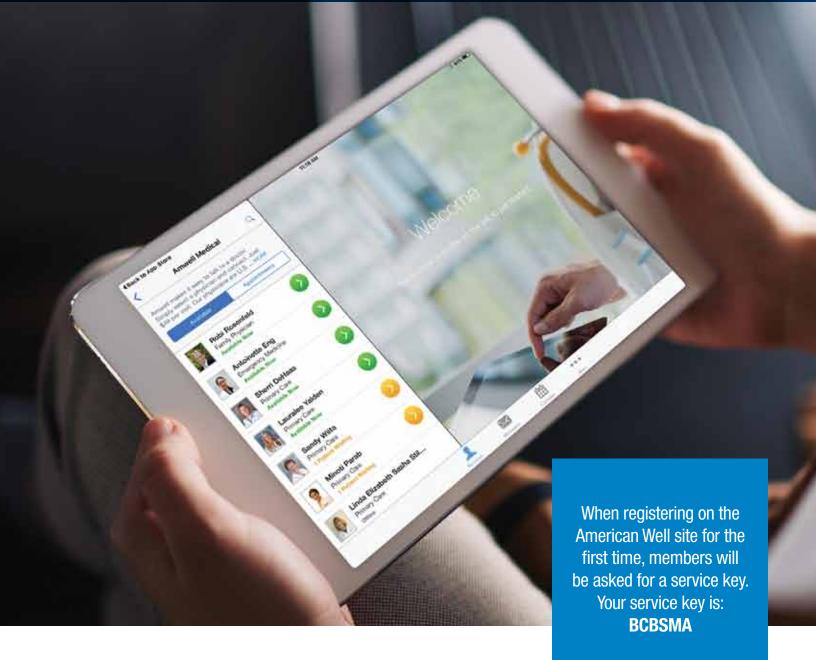


Telehealth

Home is where Telehealth is... In fact, Telehealth is wherever you need to be.





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.

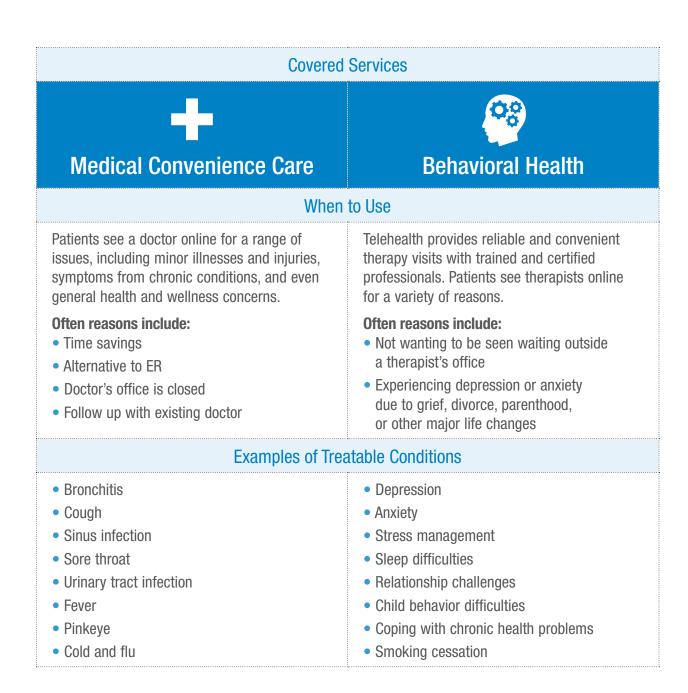
To access our national Telehealth service provided by American Well, visit **bluecrossma.com/telehealth** using your smart phone, computer, or any mobile device.

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.

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 totalk 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.

Visit **www.bluecrossma.com/telehealth** 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).



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