

TELEHEALTH

24/7 CARE — NON-EMERGENCY MEDICAL DOCTORS WHEN YOU NEED THEM

All health plan members have access to carrier-sponsored Telehealth through BlueCross BlueShield (BCBST) and Cigna. You can talk to a doctor by phone, computer or tablet from anywhere, at any time at a lower cost than a typical office visit.

WHEN TO USE TELEHEALTH

- For non-emergency medical issues (allergies, asthma, bronchitis, cold & flu, infections, fever, ear aches, nausea, pink eye, sore throat, etc.)
- 24 hours a day, seven days a week — including nights, weekends and holidays
- Your doctor or pediatrician is unavailable
- It's not convenient to leave your home or work
- You are traveling and need medical care

STATE-SPONSORED TELEHEALTH PROGRAM COST

- PPO Members: Copay is \$15 (in-network)
- CDHP Members: You pay the negotiated rate per visit until you reach your deductible, then the primary care office visit coinsurance applies.

Important: You must create your profile with your network carrier (BCBST or Cigna) and go through the network carrier programs (PhysicianNow, MDLive, Amwell) to use the carrier-sponsored Telehealth program for medical services. The costs listed above do not apply to Telemedicine services received from a different program or provider. There is no coverage for telephone consultations, unless you use PhysicianNow, MDLive or Amwell through your network carrier.

NETWORK CARRIER INFORMATION

Save time - go ahead and create your user profile with your current health information.

BCBST members —

- Log into BlueAccess at bcbst.com/members/tn_state/
- Look for and select Talk With a Doctor Now
- Or, call 888.283.6691

Cigna members —

- Log into MyCigna.com
- Look for MDLive or Amwell and select the vendor of your choice
- Or, call 888.726.3171 for MDLive or 855.667.9722 for Amwell

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