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!
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:

<table>
<thead>
<tr>
<th>✅</th>
<th>✅</th>
<th>✅</th>
<th>✅</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coverage for brief medical and behavioral health video visits (Please refer to your plan’s Summary of Benefits for specific coverage details.)</td>
<td>Real-time interactive access to talk with a doctor or therapist through our local or national provider networks</td>
<td>On-demand medical professional consultations, available 24/7/365, and convenient scheduling of behavioral health visits</td>
<td>Quality health care experience—featuring the expansive provider network, exemplary customer service, and dedication to excellence that Blue Cross is known for</td>
</tr>
<tr>
<td>Eliminate exposure to others’ illnesses in waiting rooms</td>
<td>More time to spend with family or friends</td>
<td>Avoid costly emergency room visits for simple conditions</td>
<td>Web and mobile visits supported</td>
</tr>
</tbody>
</table>
### Covered Services

<table>
<thead>
<tr>
<th>+</th>
<th>Medical Convenience Care</th>
<th>Behavioral Health</th>
</tr>
</thead>
</table>

#### When to Use

- **Medical Convenience Care**
  -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

- **Behavioral Health**
  -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

- **Medical Convenience Care**
  - Bronchitis
  - Cough
  - Sinus infection
  - Sore throat
  - Urinary tract infection
  - Fever
  - Pinkeye
  - Cold and flu

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

---

*Please note: Behavioral health services are currently available in all 50 states in the U.S., however at this time American Well doesn’t offer medical services via telehealth in Texas and Arkansas, per state laws.*

*These laws are expected to change, so please stay informed with up-to-date information by referring to the map on the bottom of the American Well website (www.amwell.com).*
Telehealth delivers quality health care, at your convenience, at any time.

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