

Telemedicine Benefit

*Urgent Care
Virtual Visits*

May 8, 2018



TELEMEDICINE

Available through all 3 carriers:

★ *Neighborhood Health Plan: Teladoc*



★ *Harvard Pilgrim Health Care: Doctor on Demand*



★ *BCBSMA (eff. 07/01/18): WellConnection*



Improving member access to care – when they need it most

Telemedicine—*convenient, quality care anytime, anywhere*

- Virtual visit or video visit or telemedicine means....
 - Delivery of clinical services via synchronous, interactive audio and video telecommunications systems that permits real-time communication between provider and patient
- Secure access to network of board-certified doctors from anywhere in the U.S. – 24/7
- Same cost sharing as an in-network primary care office visit
- Ability to prescribe short-term medications (if necessary) for common health issues and send directly to the designated pharmacy
- Time-saving, convenient alternative to traveling to an in-person office visit
- Personalized care in the comfort of your home, work or any private location

Telemedicine Treats Non-Emergency Health Issues

Types of Covered Services

Urgent Care

- Cold & flu
- Bronchitis
- Sinus & respiratory infections
- Sore throat
- Diarrhea
- Gout
- Strep throat
- Urinary tract infections
- Pinkeye
- Hypertension
- Migraines
- Pneumonia

Behavioral Health *Not available for NHP members through Teladoc

- Depression & anxiety
- Sleep disorders
- Substance use disorder
- Trauma
- Child behavior
- Bereavement
- Couples therapy
- Stress
- Divorce

Why Telemedicine?

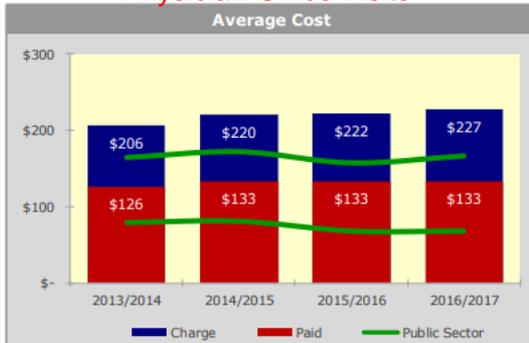
- Convenient in-network alternative while vacationing or for dependents out of area
- Reduced employee absenteeism and presenteeism
- Pediatric and adult care available
- Member cost sharing paid within app at time of virtual visit (credit/debit card, including FSA cards)
- Visit summary forwarded to PCP when requested by member
- Fast and paperless prescription fulfillment to your pharmacy
 - No controlled substances
- No referral or authorization needed
- No employer group fees (except BCBSMA at \$0.50 PEPM)



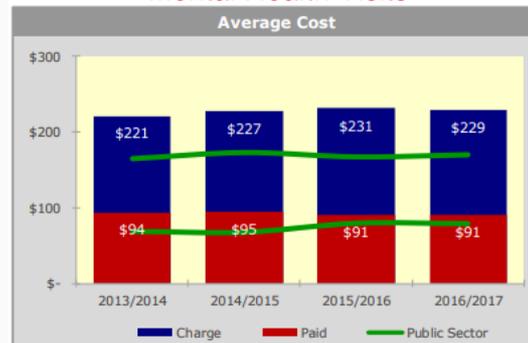
Telemedicine Cost vs. Alternative Service Areas

- BCBSMA: WellConnection claim charge is \$49; \$79 or \$95 for BH (depending on the type of provider the member sees)
- HPHC: Doctor on Demand charge is \$49; \$79, \$99 or \$119 for BH (depending on the length of appointment)
- NHP: Teladoc claim charge is \$45
- Compared to City of Boston actual costs:

Physician Office Visits



Mental Health Visits



Emergency Room



Creating Awareness



24/7/365 ACCESS

Provide 24/7, on-demand access to urgent care video visits with board-certified providers



TREAT LOW ACUITY HEALTH ISSUES

Diagnose, treat and prescribe medications (if necessary) for common health issues



COST EFFECTIVE

More cost-effective mode of care for low-acuity services than ER or urgent care