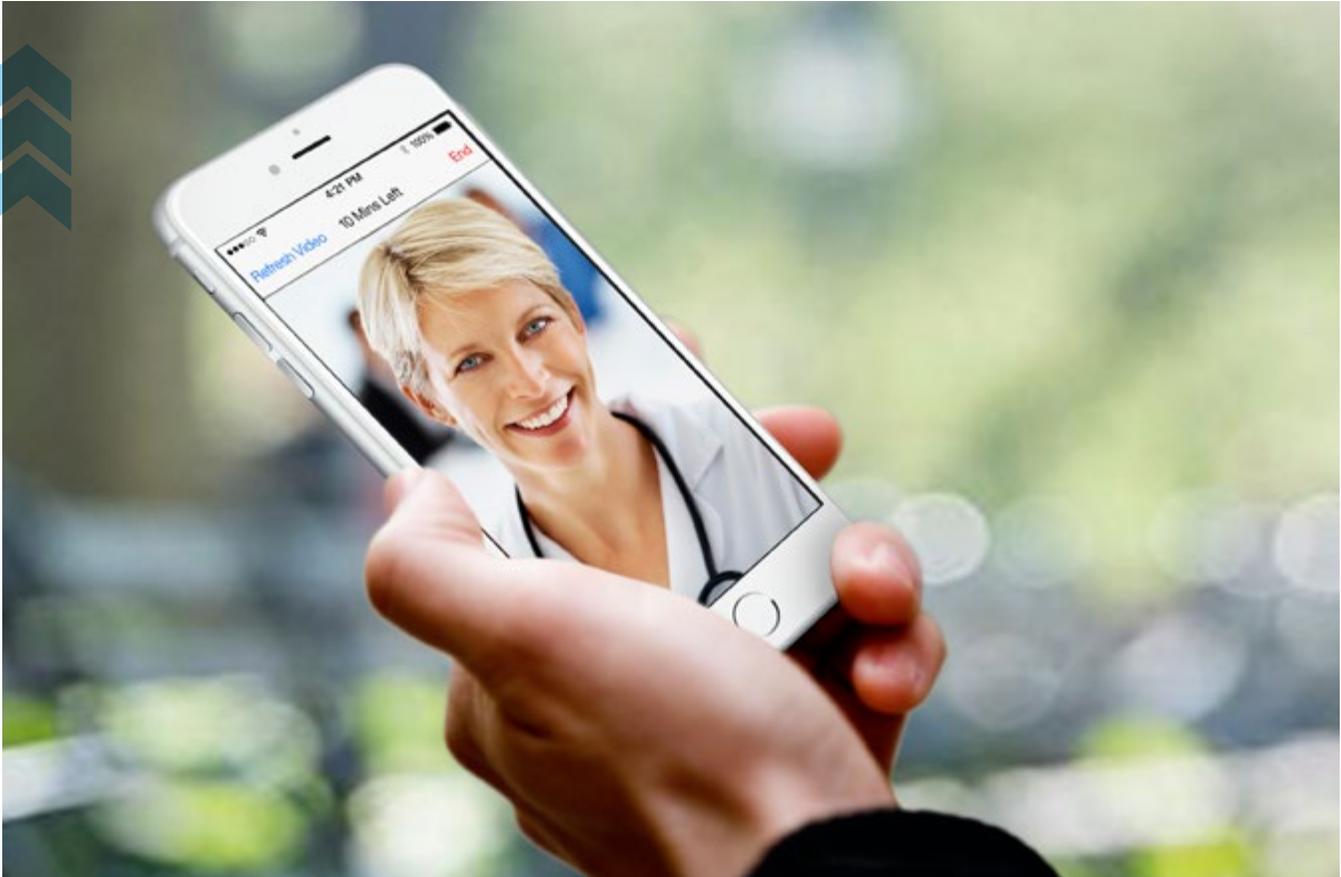


TELEHEALTH SERVICES



American Well® (Amwell), our telehealth vendor, offers members access to U.S. board-certified physicians, 24 hours a day, seven days a week, 365 days a year. Amwell's secure, HIPAA-compliant platform enables patients to immediately and securely connect with a licensed physician via computer, tablet or phone. The telehealth program includes:

- ✔ Real-time eligibility and claims processing for seamless benefit plan integration
- ✔ 24/7/365 consults with on-demand doctors
- ✔ Patient choice of physician and ability to repeat a positive experience
- ✔ Complete record of each encounter maintained and accessible by the patient
- ✔ E-prescribing for fulfillment at local pharmacies
- ✔ Simple payment with credit, debit or HSA/FSA cards



A minimal employer administrative fee is required for this service. BCBSNE members can register for free, and the cost per urgent care visit is less than the cost of an in-person doctor office visit. (For health savings account-eligible high-deductible health plans, or other health plans which do not offer an office visit copayment benefit, a \$54 cost per visit will be subject to the plan's deductible/coinsurance amount.) When prompted, members should enter the service key **BCBSNE** to get the Blue Cross and Blue Shield of Nebraska member rate.



All physicians who practice with Amwell are employees of the Online Care Group PC, and are U.S. board-certified, licensed and credentialed to NCQA and URAC standards. Online Care Group doctors have been practicing medicine for an average of 10-15 years. Amwell is the only telehealth service that works with a staffed medical group to provide clinical services by salaried physicians. Conversely, other telehealth providers use loosely-affiliated doctors that work on a call-back basis. Many physicians work full time on

TELEHEALTH SERVICES

Our telehealth services meet the increasing demand for easy access to convenient, affordable care. Telehealth can:

Reduce medical cost. According to Amwell, each visit results in an average of \$244 in medical savings, compared to higher cost settings such as the emergency room, urgent care, and even in-office visits.

The cost per urgent care visit is less than the cost of an in-person doctor office visit. (For health savings account-eligible high-deductible health plans, the \$54 cost per visit is subject to the plan's deductible/coinsurance amount.)

Save time. On average, a visit with Amwell saves two to three hours, and over 84% of visits resolve the patient's issue completely, with no need for any follow-up care. According to Amwell, 90% of employees who use the service save time addressing their health concerns.

Improve productivity and reduce absenteeism.

Employees are able to access doctors in a simple, convenient manner – when and where they need it – without taking time away from work.

Enhance access. Employees and their families appreciate immediate access to doctors, day or night. For employees on the road, in rural locations, or living in underserved areas, telehealth can be the difference between having access to medical care or not. The service is a great solution to quickly provide employees with the care they need.

Increase employee satisfaction. Telehealth is a cost-saving service that employees love. A total of 90% of users would recommend the service to a friend.

Patients can use Amwell for a wide range of services. Amwell most commonly treats acute, episodic symptoms and conditions, but there have been over 1,200 unique diagnoses on the system. Some of the most common diagnoses that doctors have made on Amwell include:



- Acute bronchitis
- Abdominal pain
- Pinkeye
- Acute sinusitis
- Fever
- Respiratory infection
- Sore throat/strep throat
- Influenza
- Headache
- Urinary tract infection

Behavioral Health Services Now Available

Behavioral health services are now available for patients age 18 and older*. With these services, Amwell's licensed therapists will be available to provide treatment for the following conditions:

- Anxiety
- Depression
- Attention deficit hyperactivity disorder (ADHD)
- Bereavement
- Obsessive-compulsive disorder (OCD)
- Trauma/Post-traumatic stress disorder (PTSD)
- Panic attacks
- Stress
- And more

Therapists will be available by appointment from 7 a.m. to 11 p.m. local time, seven days per week. Member costs for each behavioral telehealth visit will be dependent upon the scope of the condition.

» Bottom Line

Giving your employees access to our telehealth services will provide them with increased access to care, save them time and money, as well as improve productivity and reduce absenteeism.

*Psychiatry services are not available in all states. For more information, visit amwell.com/cm/services/online-psychiatry.