



Mass.gov

NEWS

Attention GIC Members! Get to Know Your Telehealth Benefit

Did you know that Telehealth can be a great way for GIC members and their families to get easy access to non-urgent medical care using their smartphone, tablet or computer?

7/25/2019

Group Insurance Commission



Whether you're at work, home, or traveling, GIC members can get easy access to Telehealth services for a low \$15 cost.

What is the difference between Telehealth and Telemedicine?

- The terms Telemedicine and Telehealth are often both used interchangeably, but the term "telehealth" is broader and stems from the increase in services provided telephonically and through video.
- "Telehealth" encompasses telemed as well as more recent applications of remote care such as tele-behavioral health, remote physical therapy, tele-derm, etc.
- "Telemedicine" applies mostly to urgent care/ambulatory care that is relatively simple (think cold/flu, prescriptions, etc).

Partners HealthCare On Demand

Convenient, high-quality, virtual urgent care 24/7 right from your tablet, smart phone, or computer



Your plan includes exclusive access to Partners On Demand for convenient, high-quality, virtual urgent care for minor illnesses and injuries any time, anywhere in the U.S. And it's staffed by leading Partners HealthCare providers, including providers from Massachusetts General Hospital and Partners Community Physicians Organization.*

Virtually stress free

Partners On Demand is available to members age three and older to get care for issues like:

- Upper respiratory infections/flu/cough/cold/sore throat
- Sinus symptoms
- Earaches
- Eye irritation/conjunctivitis
- Allergies
- Rashes
- Urinary symptoms (painful urination, yeast infections—adults only)
- Other minor injuries and minor illnesses

The provider you see during your interactive video visit can diagnose, offer treatment, and even send a prescription to an in-network pharmacy, if necessary. With no travel and no referrals, Partners On Demand makes it easy to get high-quality, virtual urgent care 24/7 right from the comfort of your home, office, or anywhere.

How does it work?

Access the secure Partners On Demand website or app via allwaysmember.org. For your first visit, you'll need to create an account with your member ID number. Registration is quick and 100% secure. Once you're registered, you'll be able to see the next available provider.



Partners HealthCare On Demand is just one of the convenient tools available to members on allwaysmember.org. Log in today to set up your Partners On Demand account, manage your plan, get a personal health report on CaféWell, and more.

Partners HealthCare On Demand is NOT for medical emergencies. For medical emergencies, call 911.

**Board certified Teladoc physicians will deliver services to patients located outside of Massachusetts.*

Talk to a doctor. Anytime. Anywhere.

Getting sick isn't something you plan for. At Fallon Health, we get it.
That's why we offer a telehealth benefit to our members.

What is telehealth?

Telehealth is a service that gives our members 24/7 access to doctors on the phone, online or through a mobile device. This means you can get advice or treatment from a doctor when you need it, and you don't have to leave your home. It doesn't matter if it's a weekend, the middle of the night or a holiday—when you aren't feeling well, a doctor is available to help you.

What type of care can I get with telehealth?

You can use telehealth for non-emergency medical concerns. Doctors can provide advice, prescriptions and treatment for things like:

- Cold and flu symptoms
- Rashes
- Sore throat
- Allergies
- Sinus and skin problems
- Pink eye
- Respiratory infection
- And more

How can I get in touch with a doctor?

It's easy. Doctors are available to provide advice or treatment to you by phone, video or mobile app. If you have access to a phone or the internet, you can access one of the program's doctors.

Why telehealth?

It's convenient. Get a diagnosis or treatment from the comfort of your home, anytime you need it.

It's fast. Doctors typically respond to your request within 10 minutes. No long waits like those you may have at the Emergency Room (ER) or an urgent care center.

It's affordable. You pay \$15 for a telehealth visit, and it saves you money when compared to the cost of a visit to the ER.

Get started today.

When you aren't feeling well, you want answers right away. That's why it's important that Fallon Health members register with our telehealth partner, Teladoc, before treatment is needed.

Getting started is simple. If you're a Fallon Health member, just follow these steps:

1. Set up your account by phone, mobile app or online:



Call 1-800-835-2362 (TRS 711).
Or text "Get Started" to 1-469-844-5637.



Go to www.Teladoc.com/fallon and choose "Setup your account".



Download the app and click "Activate account".

2. Provide medical history.

This information is secure and confidential. It will be used to help doctors make an accurate diagnosis.

3. Speak with a doctor.

Once your account is set up, you can request to speak with a doctor anytime you need care. Interpreter services are available, if needed.

1-800-Teladoc (835-2362)



**Commonwealth of Massachusetts
Group Insurance Commission**



fallonhealth
& life assurance company, inc.

Fallon Health & Life Assurance Company is a wholly owned subsidiary of Fallon Community Health Plan.

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Virtual Visits: get care using your smart phone,
tablet or computer

**"It's convenient
to get care
without leaving
the house."**

We all have minor illnesses and accidents. There are times when a PCP visit isn't available and we need care right away, but it's not life threatening. Visiting the ER can be time consuming and expensive.

56% OF ALL ER VISITS ARE AVOIDABLE, ACCORDING
TO NEHI, THE NEW ENGLAND HEALTH INSTITUTE

Harvard Pilgrim offers a variety of options for you to get care in a different setting than the ER*, no matter where you live or work, that can save you time and money.

As a Harvard Pilgrim member, you are covered to receive virtual visits, or telemedicine/telemental health: urgent medical care and routine behavioral health care using live video on a smartphone, tablet or computer. Visits are typically subject to the applicable outpatient office visit cost sharing based on your plan.

*If you are experiencing a life-threatening emergency such as choking, severe head trauma, loss of consciousness, heart attack or stroke, call 911 or go to the nearest ER immediately.



The individual shown is representative only. The comment is a composite of sentiments often expressed by our members.

FORM NO: NH_CC7049_0519

Learn about our options for both
urgent medical care and behavioral health.

Virtual visits allow you to get care from where you are with just a device and an internet connection.



Get care from licensed medical doctors, psychologists and psychiatrists



You won't need to find a babysitter



No need to travel to an office location



You receive convenient and private care from your home or any location



Urgent Medical Care Options

Doctor On Demand: Using the Doctor On Demand app or website, members can receive treatment for common medical conditions such as cold & flu, asthma & allergies, bronchitis & sinus issues, upset stomach, rashes & skin issues, UTIs and eye issues. Physicians can send prescriptions directly for pick-up at your local pharmacy.* After each video visit, you can rate your experience and write a doctor review.

You can be ready for unexpected illnesses by downloading the free Doctor On Demand app from the App Store or Google Play to your mobile device now. Or create an account at doctorondemand.com.

Harvard Pilgrim's provider network: Some providers may offer telemedicine services to patients. We recommend that you consult with your PCP office and/or the offices of other providers you see to learn about any offerings they have.

Connect with Doctor On Demand providers

- 1 Go to harvardpilgrim.org and click "Find a provider" at the top of the page
- 2 Choose your plan
- 3 Click "Doctor On Demand Urgent Care and Behavioral Health Virtual Visits"

SEARCH BY PROVIDER TYPE

Primary Care Providers (PCP)
Specialists
Behavioral Health Providers
Hospitals
Other Care Providers

Pediatric Dental

USE THE FOLLOWING LINKS TO LOCATE VIRTUAL VISIT PROVIDERS

▶ [Doctor on Demand Urgent Care and Behavioral Health Virtual Visits](#)
[Behavioral Health Virtual Visits](#)

SEARCH BY SPECIALTY

Internal Medicine
Family Practice
Pediatrics
OB/GYN
Dermatology
Ophthalmology
Optometry
Physical Therapy
Psychiatry
Psychology
Surgery

* Doctor On Demand physicians do not prescribe Schedule I-IV DEA controlled substances, and may elect not to treat or prescribe other medications based on what is clinically appropriate.

Behavioral Health Care Options

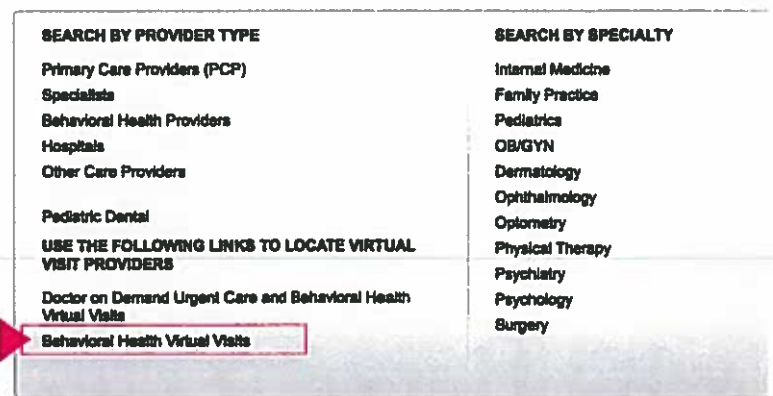
Optum: Optum offers a behavioral health network of approximately 4,000 contracted providers in all 50 states. Providers can evaluate and treat general mental health conditions, such as depression and anxiety. They can also provide therapy, and when appropriate prescribe medications (subject to state licensure and regulatory requirements).

Doctor On Demand: Doctor On Demand also offers behavioral health care. The most common conditions that Doctor On Demand treats are depression, relationship issues, workplace stress, social anxiety, addiction, trauma and loss. The service is not meant for crisis or emergency situations. Anyone experiencing a crisis or emergency should call 911 or go to the nearest emergency room.

To get started, visit doctorondemand.com to set up an account, or download the app in the App Store or Google Play.

Easily access behavioral health services

- 1 Go to harvardpilgrim.org and click "Find a provider" at the top of the page
- 2 Choose your plan
- 3 Click "Behavioral Health Virtual Visits"



**Finding care is just
a few clicks away
with Harvard Pilgrim.**



Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of Connecticut, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.

93 Worcester Street, Wellesley, MA 02481
harvardpilgrim.org | (800) 848-9995



TELEHEALTH IS HERE

CONNECT TO
CONVENIENCE



GET TREATMENT FOR GENERAL MEDICAL, BEHAVIORAL HEALTH, OR DERMATOLOGY SERVICES

- **General Medical:** Talk to a Teladoc doctor 24/7/365 by web, phone, or mobile app in less than 10 minutes¹ to treat nonemergency, general medical conditions, including: cold and flu symptoms, allergies, sinus infections, sore throats and more.
- **Behavioral Health:** Schedule a video appointment seven days a week for support with anxiety, depression and other behavioral health issues.
- **NEW Dermatology:** Contact a dermatologist through the web or mobile app for complex or ongoing skin conditions such as infections, psoriasis, eczema and acne. Teladoc dermatologists will respond with a treatment plan within two business days, which is much faster than the average 52-day wait time to see a dermatologist.²
- **Costs for Teladoc visits:**
Navigator: \$15 - General Medical and Dermatology | **Spirit:** \$15 - General Medical, Behavioral Health and Dermatology
\$10 - Behavioral Health

Learn more and register at tuftshealthplan.com/telehealth

1 M+

NUMBER OF
TELEHEALTH
VISITS PERFORMED
BY TELADOC

95%

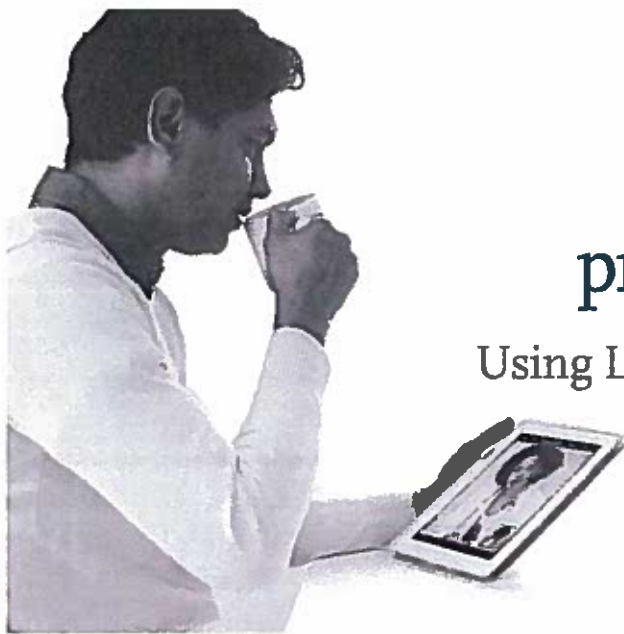
MEMBER
SATISFACTION

92%

RESOLVED
ISSUES AFTER
THE FIRST VISIT

¹For general medical visits.

²Average new patient dermatology wait time in Boston according to Merritt Hawkins' 2017 Survey of Physician Appointment Wait Times



At home or on the go, doctors and mental health professionals are here for you

Using LiveHealth Online, you can have a private visit using your smartphone, tablet or computer

FOR BASIC, PLUS AND COMMUNITY CHOICE MEMBERS

When you're not feeling well you can get the support you need easily using LiveHealth Online. Whether you have a cold, you're feeling anxious or need help managing your medication, doctors and mental health professionals are right there, ready to help you feel your best. Using LiveHealth Online you can have a video visit with a board-certified doctor, psychiatrist or licensed therapist from your smartphone, tablet or computer from home or anywhere.

On LiveHealth Online, you can:

- **See a board-certified doctor 24/7.** You don't need an appointment to see a doctor. They're always available to assess your condition and send a prescription to the pharmacy you choose, if needed.¹ It's a great option when you have pink eye, a cold, the flu, a fever, allergies, a sinus infection or another common health issue.
- **Visit a licensed therapist in four days or less.²** Have a video visit with a therapist to get help with anxiety, depression, grief, panic attacks and more. Schedule your appointment online or call 1-888-548-3432 from 7 a.m. to 7 p.m., seven days a week.

- **Consult a board-certified psychiatrist within two weeks.³** If you're over 18 years old, you can get medication support to help you manage a mental health condition. To schedule your appointment call 1-888-548-3432 from 7 a.m. to 7 p.m., seven days a week.

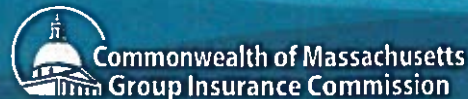
You've got access to affordable and convenient care. Your UniCare plan includes benefits for video visits using LiveHealth Online, so you'll just pay your share of the costs – a \$15 copay.

**Sign up for LiveHealth Online today –
it's quick and easy**

Go to livehealthonline.com or download the app and register using your phone or tablet.



See a Spanish-speaking doctor with
Cuidado Médico on LiveHealth Online



1 Prescription availability is defined by physician judgment.

2 Appointments subject to availability of a therapist.

3 Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online. Psychiatrists on LiveHealth Online will not offer counseling or talk therapy. Appointments subject to availability.

Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 1-800-784-2433 (National Suicide Prevention Lifeline) or 911 and ask for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of UniCare. For self-funded plans, claims are administered by UniCare Life & Health Insurance Company.