

# Telehealth options

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## FOR PRODUCERS WHO SELL GROUP BUSINESS

Premera Blue Cross has expanded our telehealth network to include new in-network telehealth providers to help your clients gain greater access to quality care and address the increased demand related to COVID-19. This expanded network will be available until December 31, 2020.



### PROVIDERS AND PROGRAMS

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	24-HOUR NURSELINE	TELADOC	98POINT6	DOCTOR ON DEMAND	BOULDER CARE	WORKIT HEALTH	BRICK AND MORTAR IN-NETWORK PROVIDERS	EAP
<b>About the program</b>	Nurseline is a 24-hour call line members can use to receive confidential health advice from a registered nurse by phone anytime, day or night.	Teladoc provides members access to in-network providers through phone or video.	98point6 is a text-based telehealth option where members can connect with a primary care physician right from their phone when it is most convenient to them.	Doctor On Demand is an all-in-one technology and services platform enabling next-generation care. This telehealth option connects members with medical professionals through video communications.	Boulder Care is a digital care provider, offering long-term support and medication-based treatment for opioid use disorder (OUD) and common co-occurring conditions for members 18 years and older.	Workit Health provides telehealth alcohol addiction treatment with compassionate clinicians, therapists, and coaches over live chat and video. Workit services are available for members 18 and older.	Our in-network providers such as primary care, counselors, therapists, psychologists, and psychiatrists are offering telehealth through their office. Customers may begin treatment with a new or existing telehealth provider or in-network provider. To find an in-network provider, use the <a href="#">Find a Doctor tool on premera.com</a> .	Employee assistance program (EAP) gives members access to free counseling sessions with a local provider (up to three sessions per issue per year) for various life circumstances. Life circumstances include stress, family/spouse relationships, child and elder care, grief and loss, energizing a career, illness or trauma, legal concerns, financial problems, childcare, and other myStrength®: Interactive digital self-care platform with guided programs on anxiety, chronic pain, depression, and substance abuse.
<b>Group size</b>	All lines of group business	All fully insured + self-funded groups that have opted into providing Teladoc.	All fully insured groups + self-funded groups who have opted into the telehealth expansion will receive access to these providers until June 30, 2020.	All fully insured groups + self-funded groups who have opted into the telehealth expansion will receive access to these providers until June 30, 2020.	All fully insured groups + self-funded groups who have opted into the telehealth expansion will receive access to these providers until June 30, 2020.	All fully insured groups + self-funded groups who have opted into the telehealth expansion will receive access to these providers until June 30, 2020.	All lines of group business	The EAP is included in WA Metallic Small Group, WA Merit 51-99, WA Mid-Market 100-499, WA Jumbo 500+ & OptiFlex Groups. This does not include SEBB. Self-funded groups can buy up into this program.
<b>Care availability</b>	Members call the number on the back of their insurance card 24/7 for medical advice.	<b>Dermatology:</b> upload photos; provider will respond within 48 hours. <b>General medicine:</b> 15-20 minutes response time. <b>Behavioral health:</b> scheduled appointment needed.	Immediate connection with the "Automated Assistant" to prompt members to share symptoms and issues. The Automated assistant gathers details and shares them with a certified, primary healthcare physician to prepare them to ask further questions, diagnose the patient, and answer any health-related queries. Average wait time is 3 minutes to 1 hour.	Members connect online or via an app on any device with a front-facing camera. Members can register in advance or at the time of the visit. Medical appointments are available on demand or by appointment. Average wait time is 4 to 7 minutes.	Members may be referred to Boulder Care by providers, or they can self-refer for services. <b>Provider Referral:</b> Providers can call Boulder Care at 888-316-0451 or fill out a secure form at <a href="#">boulder.care/refer</a>	Members may engage by completing a 5-minute sign up. Appointment is secured within 24 hours.	Care availability, types of services provided, how care is delivered, and hours all vary based on the provider. Contact the provider directly for more information.	GuidanceResources® Online is available 24/7. First-time users will need to enter the company's Web ID: <b>premerawellness</b> . Members and their families can also call toll-free at <b>844-862-0898</b> . Calling puts them in contact with ComPsych's master's level clinicians 24/7. The clinicians can assist with any personal issues members face.
<b>Types of services provided</b>	Medical advice phone line only; no care, diagnosis, or prescriptions.	General medicine physicians, dermatologists, and licensed therapists and psychiatrists	Board-certified physicians specializing in general medicine and primary care.	General medicine physicians, dermatologists, and licensed therapists and psychiatrists	<b>Comprehensive telehealth tools:</b> video, secure text engagement, and virtual monitoring <b>Personalized treatment plans:</b> expert protocols tailored to medical, behavioral, and social needs <b>Coordinated care teams:</b> seamlessly guide patients through every step <b>Access to medication and diagnostics:</b> medications electronically prescribed and delivered with live support	Ongoing Cognitive Behavioral Therapy (CBT) courses Text with counselor anytime, anywhere Weekly video appointments and drug testing Weekly meetings for social support		Behavioral; licensed therapists, social workers and counselors
<b>How care is delivered</b>	Phone	Phone or video; secure email for dermatology	Text	Video	Video and secure chat	Video and chat		Video, phone, online resources
<b>Hours</b>	24-hours a day, 7 days a week.	<b>General medicine:</b> Board-certified doctors and pediatricians available 24-hours a day, 7 days a week. <b>Behavioral health:</b> Appointments available 7 a.m. to 9 p.m. local time, seven days a week.	24-hours a day, 7 days a week.	24-hours a day, 7 days a week.	24-hours a day, 7 days a week.	Monday–Friday: 9 a.m.–6 p.m.		24-hours a day, 7 days a week.
<b>Cost shares to the member</b>	All telehealth cost shares will be waived for in-network providers through June 30, 2020. This does not include prescription drugs that may be prescribed by the telehealth providers.							Unlimited online support and up to 3 sessions per issue per year at no fee. Financial consultations, childcare and other resource assistance at no fee.

Wait times may vary due to increased traffic during the COVID-19 outbreak.  
Telehealth providers can't diagnose COVID-19 or order any COVID-19 testing. Your clients will need to contact their primary care doctor for further instruction.  
Telehealth providers can diagnose and treat acute and chronic illnesses that don't include COVID-19 symptoms and fulfill necessary prescriptions or order lab tests at local facilities.