

Telehealth options

FOR PRODUCERS WHO SELL GROUP BUSINESS

Now, more than ever, COVID-19 is amplifying the importance of delivering virtual care solutions. Our virtual care providers help your clients gain greater access to primary/urgent care, mental health, substance use disorder, and physical therapy at a time and place that is convenient to them.



PROVIDERS AND PROGRAMS

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[98point6](#)

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	24-HOUR NURSELINE	98POINT6	DOCTOR ON DEMAND	TALKSPACE	BOULDER CARE	WORKIT HEALTH	PHYSERA	BRICK AND MORTAR IN-NETWORK PROVIDERS	EAP
About the program	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.	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.	Talkspace provides members the ability to easily connect to therapists and psychiatrists by video and text when it's most convenient to them.	Boulder is a digital care provider, offering long-term support and medication-based treatment for opioid use disorder, alcohol use disorder, and common co-occurring conditions for members 18 years and older.	Workit Health provides telehealth alcohol use and opioid use disorder treatment with compassionate clinicians, therapists, and coaches over live chat and video. Workit services are available for members 18 and older.	Physera is a digital physical therapy solution that reduces pain, speeds recovery, and provides lasting relief—improving employee productivity and keeping healthcare costs lower.	Our in-network providers such as primary care providers, 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 Find a Doctor tool on premera.com .	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.
Group size	All lines of group business	All fully insured groups. Buy-up option for self-funded groups as part of the virtual care offerings.	All fully insured groups. Buy-up option for self-funded groups as part of the virtual care offerings.	All lines of group business.	All fully insured groups. Buy-up option for self-funded groups as part of the virtual care offerings.	All fully insured groups. Buy-up option for self-funded groups as part of the virtual care offerings.	Buy-up option for self-funded groups.	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.
Care availability	Members call the number on the back of their insurance card 24/7 for medical advice.	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.	Schedule video appointment within 1 to 3 days or text chat in less than a day.	Members may be referred to Boulder Care by providers, or they can self-refer for services. Boulder members enroll online at boulder.care/getstarted and talk to a Boulder specialist within 24 hours. Members can also be referred by a provider. Providers can call Boulder Care at 888-316-0451 or fill out a secure form at boulder.care/refer .	Members may engage by completing a 5-minute sign up. Appointment is secured within 24 hours.	Video chat with a licensed Physera physical therapist to get answers, next steps, and treatment. It all takes place right on your smartphone without ever stepping foot in a clinic. Appointments are generally available as early as the same day or next day. You will be prompted during the enrollment process to schedule your initial consultation.		GuidanceResources® Online is available 24/7. First-time users will need to enter the company's Web ID: premerawellness . Members and their families can also call toll-free at 844-862-0898 . Calling puts them in contact with ComPsych's master's level clinicians 24/7. The clinicians can assist with any personal issues members face.
Types of services provided	Medical advice phone line only; no care, diagnosis, or prescriptions.	Board-certified physicians specializing in general medicine and primary care.	General medicine physicians, dermatologists, and licensed therapists and psychiatrists.	Behavioral; licensed therapists and psychiatrists	Comprehensive telehealth tools: video, secure text engagement, and virtual monitoring Personalized treatment plans: expert protocols tailored to medical, behavioral, and social needs Coordinated care teams: seamlessly guide patients through every step Access to medication and diagnostics: 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	Virtual physical therapy. Physera treats the following conditions: back, hip, foot/ankle, hand/wrist, neck, elbow, knee, shoulder, and arthritis.	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.	Behavioral; licensed therapists, social workers and counselors
How care is delivered	Phone	Text	Video	Text or video	Video and secure chat	Video and chat	Video, phone, and online resources		Video, phone, online resources
Hours	24-hours a day, 7 days a week	24-hours a day, 7 days a week	24-hours a day, 7 days a week	Therapy appointments available 7 days a week; hours and availability vary by provider.	24-hours a day, 7 days a week	Monday–Friday: 9 a.m.–6 p.m.	Therapy appointments available 7 days a week; hours and availability vary by provider.		24-hours a day, 7 days a week