

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

[24-Hour NurseLine](#)

[myCare Alaska](#)

[Talkspace](#)

[Doctor On Demand](#)

[Boulder Care](#)

[Workit Health](#)

[Brick and Mortar
In-Network Providers](#)

[Physera](#)

PREMERA |  

BLUE CROSS BLUE SHIELD OF ALASKA

An Independent Licensee of the Blue Cross Blue Shield Association

	24-HOUR NURSELINE	MYCARE ALASKA	TALKSPACE	DOCTOR ON DEMAND	BOULDER CARE	WORKIT HEALTH	BRICK AND MORTAR IN-NETWORK PROVIDERS	PHYSERA
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.	myCare Alaska offers a text-based virtual care platform that allows members to securely message with a dedicated doctor on their time.	Talkspace provides members the ability to easily connect to therapists and psychiatrists by video and text when it's 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 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 addiction treatment and opioid use disorder 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 Find a Doctor tool on premera.com .	Physera is a digital physical therapy solution that reduces pain, speeds recovery, and provides lasting relief—improving employee productivity and keeping healthcare costs lower.
Group availability	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 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 fully insured groups. Buy-up option for self-funded groups as part of the virtual care offerings.	All lines of group business	Buy-up option for self-funded groups.
Care availability	Members call the number on the back of their insurance card 24/7 for medical advice.	Member requests an initial appointment with a provider through the app and is notified when the provider is ready.	Schedule video appointment within 1 to 3 days or text chat in less than a day.	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. 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.	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.	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.
Types of services provided	Medical advice phone line only; no care, diagnosis, or prescriptions.	ER physicians, primary care to high-acuity care	Behavioral; licensed therapists and psychiatrists	General medicine physicians, dermatologists, and 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.
How care is delivered	Phone	Text for initial consultation, then use text, video, or phone	Text or video	Video	Video and chat	Video and chat		Video, phone, online resources
Hours	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.	24 hours a day, 7 days a week.	24 hours a day, 7 days a week.		24 hours a day, 7 days a week and availability vary by provider