

Telehealth Expansion

TELEHEALTH EXPANSION PROMO PACKAGE

Premera Blue Cross wants to make it easy for you to communicate to your employees about our recent telehealth expansion. That’s why we’ve put together a communications campaign that includes email templates and flyers that you can share with your employees.

Premera Blue Cross has expanded access to telehealth services for general medical and behavioral health, with additional providers and covered services. Employee cost shares and access to these new providers are available until December 31, 2020. Below are resources for you to share with your employees regarding these changes.

Sharing a campaign is simple – just download the ready-to-share emails and flyers below and send via email, newsletter or for posting on your internal portal.

Ready-to-share resources

Premera has provided the following materials to help you communicate the telehealth expansion.

Telehealth expansion

- [Ready-to-share email \(.docx\)](#)
- [Ready-to-share flyer](#)

Behavioral health expansion

- [Ready-to-share email \(.docx\)](#)
- [Ready-to-share flyer](#)

Telehealth primary care providers:

Primary care doctor	Call or message your primary care office to see if they offer telehealth services.
24-Hour NurseLine	Call the number on the back of your ID card to talk with a registered nurse.
Doctor On Demand*	Video-based primary care, 24/7 REGISTER NOW: Get started with Doctor On Demand

98point6*	Text-based care from a doctor, 24/7 REGISTER NOW: Get started with 98point6
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Telehealth behavioral health providers:

Teladoc	Audio or video-based behavioral health care from a doctor, 24/7 VISIT teladoc.com/premera OR call 855-332-4059
Boulder Care*	Treatment for opioid use disorder Video visits and messaging with a therapist REGISTER NOW: Get started at boulder.care/getstarted
Workit Health*	Treatment for alcohol use disorder Live chat and video with a therapist REGISTER NOW: Get started at workithealth.com/premera
Talkspace	Text, audio, or video-based care for mental health therapy REGISTER NOW: Get started at talkspace.com/premera
Additional covered telehealth services on your plan now include:	<ul style="list-style-type: none"> • Applied behavioral analysis (ABA)* • Partial hospitalization programs (PHP)* for mental health and substance use disorders • Intensive outpatient programs (IOP)* for mental health and substance use disorders

*providers are available until December 31, 2020.

Important information about the telehealth expansion:

- Telehealth cost shares will be waived for in-network providers through December 31.
- If a telehealth provider charges you a copay, deductible, or coinsurance for telehealth services through December 31, 2020, Premera or the telehealth provider will reimburse you when the claim is processed.
- You do not need a referral for telehealth services or providers.
- Currently, you may experience increased wait times with these telehealth resources.