

2023 SEBB Program Open Enrollment Vendor Descriptions

24-Hour NurseLine

When health concerns occur day or night, get free consultations to guide you to the most appropriate care. The number is on the back of your Premera Blue Cross HMO ID card.

What it's for: Help with deciding what kind of care you need.

98point6 via Premera MyCare

[98point6 via Premera MyCare](#): On-demand, text-based primary care.

What it's for: Board-certified providers can answer questions and diagnose and treat you when you're sick.

Boulder Care

[Boulder Care](#): Opioid use and alcohol use disorder treatment for ages 19 and over. Video visits and text messaging allow people to connect with clinicians, care advocates, and support 24/7.

What it's for: Substance use disorder treatment grounded in kindness, respect, and support.

DispatchHealth

[DispatchHealth](#): Get urgent care at home when you need it. Available 365 days a year from 8 a.m. to 10 p.m. in most areas.

What it's for: Back and neck pain, breaks and sprains, bronchitis, constipation, COVID, cuts, dehydration, diarrhea, edema, excessive vomiting, fatigue, flu, food poisoning, high fevers, migraines, pneumonia, shingles, sinus infection, strep throat, upper respiratory infections, UTI.

Doctor On Demand

[Doctor On Demand](#): Video chat with a doctor or therapist for urgent care, preventive care, chronic condition care, and mental health care.

What it's for: Cold and flu symptoms, pediatric issues, child development, skin conditions, allergies, headaches, diet and nutrition, medication management, anxiety, depression, postpartum concerns, relationship counseling, trauma, and loss.

Kinwell

[Kinwell](#): Kinwell primary care clinics are just for Premera Blue Cross and Premera Blue Cross HMO members in Washington. They provide an elevated care experience that integrates primary care and behavioral health into a whole health approach to patient care.

What it's for: Primary care, preventive care, chronic condition diagnosis and treatment, integrated behavioral health care, health coaching, virtual care.

Livongo

[Livongo](#): Monitoring and health management for people diagnosed with common chronic conditions, including diabetes and pre-diabetes. Includes equipment, supplies, coaching, and support.

What it's for: Keeping blood sugar under control.

Quit for Life

[Quit for Life](#): A new approach to nicotine cessation that starts with you. Includes personalized coach support, lessons on living tobacco free, online resources, 24/7 support wherever you are.

What it's for: Tobacco cessation when you want to quit smoking, chewing, or vaping.

Talkspace

[Talkspace](#): Online therapy with a licensed clinician via private message and live video.

What it's for: Non-urgent mental health care.

WorkIt Health

[WorkIt Health](#): Digital rehab and therapy to treat opioid and alcohol use disorder for ages 19 and over. A care team can be accessed 24/7.

What it's for: Therapy for substance use disorders including drugs, alcohol, smoking, as well as behaviors like gambling.

98point6 and Doctor On Demand are independent companies that provide virtual care services on behalf of Premera Blue Cross.
Boulder Care and WorkIt Health are independent companies that provide virtual opioid use and alcohol use disorder care services on behalf of Premera Blue Cross.
DispatchHealth is an independent company that provides urgent care on behalf of Premera Blue Cross.
Livongo is an independent company that provides virtual chronic condition management on behalf of Premera Blue Cross.
Talkspace is an independent company that provides virtual mental health care on behalf of Premera Blue Cross.

Discrimination is Against the Law

Premera Blue Cross (Premera) complies with applicable Federal and Washington state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Premera provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact the Civil Rights Coordinator. If you believe that Premera has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with: Civil Rights Coordinator — Complaints and Appeals, PO Box 91102, Seattle, WA 98111, Toll free: 855-332-4535, Fax: 425-918-5592, TRS: 711, Email AppealsDepartmentInquiries@Premera.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can also file a civil rights complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint Portal available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 800-562-6900, 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/online-services/cc/pub/complaintinformation.aspx>.

Language Assistance

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-807-7310 (TRS: 711).

注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-807-7310 (TRS : 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-807-7310 (TRS: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-807-7310 (TRS: 711) 번으로 전화해 주십시오.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-807-7310

(служба коммутируемых сообщений: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 800-807-7310 (TRS: 711).

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800-807-7310 (_____ : 711).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតលុយ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 800-807-7310 (TRS: 711)។

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。800-807-7310 (TRS:711) まで、お電話にてご連絡ください。

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 800-807-7310 (በስልክ ማገናኛ አገልግሎት: 711)።

XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 800-807-7310 (TRS: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-807-7310 (رقم خدمة ترحيل الاتصالات للصم والبكم: 711).

मिभाठ दिछि: जे त्रुमी पंजाबी बोलते छे, उां उासा दिंच सहायिता सेवा त्रुवाडे लछी मुदत छुपलबब रै। 800-807-7310 (TRS: 711) 'उे बाल बरो।

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-807-7310 (TRS: 711).

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 800-807-7310 (TRS: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-807-7310 (TRS: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-807-7310 (SRT : 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-807-7310 (TRS: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-807-7310 (TRS: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-807-7310 (TRS: 711).

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 800-807-7310 (TRS: 711) تماس بگیرید.

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ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 800-807-7310 (TRS: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

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