

Highmark Telemedicine

Washington & Jefferson College



Telemedicine, also referred to as a virtual doctor visit, is a service offered to you through your current Highmark plan. Amwell and Doctor on Demand are the designated Highmark providers for telemedicine services.

Telemedicine uses technology to allow patients to communicate with a doctor through live video, audio, and patient data transfer, in order to provide treatment for minor illnesses such as Colds, Flu, Pinkeye, Rashes, etc. You can also use this service for Behavioral Health. This benefit can save you both money and time.

In order to enroll or learn about Telemedicine, simply follow the instructions on the attached flier. Telemedicine is a great way to receive immediate and convenient care. Doctors are able to diagnosis your condition and, if necessary, prescribe medication. The prescription is sent to a pharmacy chosen by you.

PPOBlue Health Plan

Your plan is a PPOBlue Health Plan, so you will pay the applicable copayment for telemedicine services under your plan. The copayment for a telemedicine medical doctor visit is \$10 under each of the three (3) W&J plans. However, the costs for other services that are listed on the Amwell and Doctor on Demand applications and websites will be the corresponding copayment or deductible for that service under your plan.

Please Note – In order for the claim to process at the correct rates, you will need to enter your insurance information. Telemedicine coverage is subject to the coverage of your health plan.



Here's How to Have a Virtual Doctor's Visit



**Haven't had a visit yet?
It's easy — here's how.**

From check-in to diagnosis, virtual doctor visits are designed to be comfortable and familiar, while being as simple as possible. Here's how it works:

Create an account.

Follow the simple directions.

1. Visit amwell.com or doctorondemand.com and follow the instructions to register or download their mobile apps. You can use either or both of these services.
2. Enter your name, address, etc.
3. Complete the brief online health history form.
4. Enter your health insurance information.



Select your doctor.

You can choose the doctor that's right for you.

1. Look through doctor's profiles.
 2. Choose a doctor and click **Start Visit**.
- Note: In some cases, a doctor may be assigned to you.

Enter your health info and start the visit.

Tell us what you'd like to discuss.

1. Tell us if the visit is for you or your child.
2. Tell the doctor the reason for your visit.
3. Begin your live video visit.

Wrap up.

Get information fast after your visit.

1. View the doctor's notes and diagnosis.
2. If you are prescribed medication, it will automatically be sent to your pharmacy.

It's that easy. So what are you waiting for? See a virtual doctor today!

Most virtual visits are covered in the same way as they would be if you received in-person care. Medical (pediatric) services are subject to the telemedicine service benefit. Psychology services are subject to the outpatient mental health benefit. Contact the number on the back of your ID card to determine if you have these benefits available. Cost sharing may vary. Virtual Diet & Nutrition and Pregnancy & Newborn (Lactation Consulting) Service are not eligible. You will be responsible for the full cost of these services. All benefits under your health plan are subject to the terms of the benefit agreement and applicable state laws.

Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross and Blue Shield Association.

Amwell is a trademark of American Well Corporation and may not be used without written permission.

Doctor On Demand is a trademark of Doctor On Demand, Inc. and may not be used without permission.

American Well and Doctor On Demand are independent companies that provide telemedicine services and do not provide Blue Cross and/or Blue Shield products or services. American Well and Doctor On Demand are solely responsible for their telemedicine services.

Patients may receive a coupon for a free visit directly from Doctor On Demand or American Well. This promotion is not part of your plan of benefits. Rather, it is a promotion offered by the provider to patients regardless of their plan participation.

To determine the availability of telemedicine services under your health plan, please review your Outline of Coverage for details on benefits, conditions and exclusions.

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。
请拨打您的身份证背面的号码（TTY：711）。

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