

Telehealth services offer a way to visit with health care providers using your phone, computer, tablet or mobile device, helping you connect with providers in the safety and comfort of your home. These services allow for faster support and help reduce exposure to COVID-19.

The information below is being provided to help clients gain access to these services.

Carrier	Guideline
<b>Aetna</b>	Through June 4, 2020 (subject to extension), Aetna will offer zero co-pay telemedicine visits - for any reason. Members should use telemedicine as their first line of defense in order to limit potential exposure in physician offices. Cost sharing will be waived for all video visits through the CVS MinuteClinic app, Aetna-covered Teladoc offerings and In-Network providers delivering synchronous virtual care (live video-conferencing) for all Commercial plan designs. Members on a THAFA plan will use Anytime MD App (anytime-md.com). Self-insured plan sponsors will be able to opt-out of this program at their discretion. Visit <a href="http://teladoc.com/aetna">teladoc.com/aetna</a> to setup your account or schedule an appointment. Already setup? Call 1-800-835-2362. The Teladoc mobile app is also available for download. Crisis Support Line (ACA small group and 51+ fully insured) 1-833-327-2386. Aetna EAP for AFA members 1-866-326-7172.
<b>BCBSTX</b>	Between now and April 30th (subject to extension), BCBS will end cost-sharing for medically necessary, covered medical and behavioral health services with In-Network providers delivered through telemedicine. Bilingual 24/7 Nurseline - employees who think they've been exposed to COVID-19 can call the 24/7 Nurseline. The Nurseline can help them identify some options if they are sick. Nurses are available at 1.800.581.0368, 24 hours a day, seven days a week. Members can also receive Virtual Visit benefits powered by MDLive and the doctor is in 24/7/365. Members can consult a board-certified doctor by phone, mobile app on online video. Doctors can send e-prescriptions to your local pharmacy. <b>This is also provided for BBF customers unless they opt out.</b>
<b>Cigna</b>	Through May31st, Cigna covers COVID-19 test-related screenings with telehealth services at no cost to the member for screening of the COVID-19 symptoms, unless on an ASO plan and they have chosen to opt-out. To access telehealth options online, visit <a href="http://my.cigna.command">my.cigna.command</a> and select the "Connect Now" button on the home page to talk with a doctor or nurse any time day or night. Due to an increase in calls on COVID-19, their telehealth services partners are experiencing higher than normal wait times for their consultations over the phone and video. Cigna is also making it easier for their participating In-Network physicians with virtual care capabilities to help Cigna customers who are chronically ill or immunosuppressed to transition from in-person visits to virtual care through May 31st through the standard office visit benefit. By expanding the support, Cigna is taking enhanced measures to protect their most vulnerable patients by mitigating exposure risks and alleviating transportation barriers. Employees can access both Amwell and MDLive with a single sign on through <a href="http://mycigna.com">mycigna.com</a> , or directly with Amwell ( <a href="http://www.amwellforcigna.com">www.amwellforcigna.com</a> : 1-855-667-9722), or directly with MDLive ( <a href="http://www.mdliveforcigna.com">www.mdliveforcigna.com</a> : 888-726-3171).
<b>Humana</b>	Telemedicine costs waived for all urgent care needs for the next 90 days (June 7, 2020 and subject to extension). To help reduce the risk of infection and spread of disease, Humana is encouraging members to use telemedicine (e.g., video chat) as a first line of defense for all urgent care needs. This is limited to In-Network providers delivering synchronous virtual care (live video-conferencing) and telehealth services delivered through Doctor on Demand. Humana will temporarily accept audio-only telephone visits, which can be submitted and reimbursed as telehealth visits. Self-insured plans will be able to opt-out of the program at their discretion. <b>Multiple practitioner types can deliver telehealth services</b> – Both participating/in network primary care and specialty providers can deliver care using telehealth services, provided that CMS and state-specific guidelines are followed. This includes behavioral health services. Telemed provider Doctor on Demand. Download app at <a href="http://www.doctorondemand.com/humana">www.doctorondemand.com/humana</a> .
<b>National General</b>	N/A - they do not have a telemedicine vendor/service

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