

# More ways to get care when you need it

Telehealth doctors can provide the care you need from the comfort of home with short wait times and no waiting room. If you have symptoms of a cold, allergies, a rash, or other nonemergency needs, telehealth doctors are a good first choice. Check out these options:

## Telehealth options

Get care when and where you need it—and right now that's at home.

<b>Your primary care doctor</b>	<b>Call or message</b> your primary care doctor's office to see if they offer telehealth services
<b>98point6</b>	<b>Text-based</b> care from a doctor, 24/7 <b>REGISTER</b> at <a href="https://98point6.com/premera">98point6.com/premera</a>
<b>Doctor On Demand</b>	<b>Video-based</b> care from a doctor, 24/7 <b>REGISTER</b> at <a href="https://doctorondemand.com/premera">doctorondemand.com/premera</a>
<b>Teladoc®</b>	<b>Phone or video-based</b> care from a doctor, 24/7 <b>VISIT</b> <a href="https://teladoc.com/premera">teladoc.com/premera</a> or <b>call 855-332-4059</b>
<b>24-Hour NurseLine</b>	<b>Call</b> the number on the back of your ID card to talk to a registered nurse at no charge.

## IMPORTANT INFORMATION:

- Telehealth cost shares will be waived for in-network providers through December 31, 2020.
- 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.
- Telehealth providers can't diagnose COVID-19 or order any COVID-19 testing. They may be able to assist with a review of symptoms and recommendations on next steps.
- Only providers seen in-person at their office or clinic can diagnose the COVID-19 virus. Testing can also be performed at drive-through locations.

**If you have symptoms like cough, fever, or other respiratory problems, contact your regular doctor first. Do not go to the emergency room. Emergency rooms need to be able to serve those with the most critical needs.**

Log in to your account at [premera.com](https://premera.com) to learn more about your plan and to get up-to-date information on getting care for COVID-19.

98point6 is an independent company that provides on-demand primary care via private and secure in-app messaging on behalf of Premera Blue Cross.

Teladoc operates subject to state regulation and may not be available in certain states. Video consultations through Teladoc are available 7 a.m. to 9 p.m., 7 days a week. Teladoc and Doctor On Demand are independent companies that arrange virtual medical care services on behalf of Premera Blue Cross.

**PREMERA** | 

**BLUE CROSS**

An Independent Licensee of the Blue Cross Blue Shield Association

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# Behavioral health care options during the pandemic

The COVID-19 pandemic can have an immediate and lasting impact on your mental health.

Premera Blue Cross is expanding access to telehealth services for behavioral health, including mental health care and substance use disorder treatment, with additional providers and covered services.

## Get care when and where you need it—and right now that's at home.

You can get services by phone, video, and text from local healthcare providers in your network, such as:

COUNSELORS

THERAPISTS

PSYCHOLOGISTS

PSYCHIATRISTS

You can also obtain care from our expanded national network of behavioral health telehealth providers.

<b>Talkspace</b>	Text, audio, or video-based care for mental health therapy <b>REGISTER</b> at <a href="https://talkspace.com/premera">talkspace.com/premera</a>
<b>Teladoc®</b>	Audio or video-based behavioral health care from a doctor, 24/7 <b>VISIT</b> <a href="https://teladoc.com/premera">teladoc.com/premera</a> or call <b>855-332-4059</b>
<b>Doctor On Demand</b>	Video-based mental health therapy, 24/7 <b>REGISTER</b> at <a href="https://doctorondemand.com/premera">doctorondemand.com/premera</a>
<b>Boulder Care</b>	Treatment for opioid use disorder Video visits and messaging with a therapist <b>REGISTER</b> at <a href="https://boulder.care/getstarted">boulder.care/getstarted</a>
<b>Workit Health</b>	Treatment for alcohol use disorder Live chat and video visits with a therapist <b>REGISTER</b> at <a href="https://workithealth.com/premera">workithealth.com/premera</a>

## Additional covered telehealth services on your plan now include:

- 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

Log in to your account at [premera.com](https://premera.com) to find out more about your plan and for up-to-date information on getting care for COVID-19.

## IMPORTANT INFORMATION:

- You do not need a referral for telehealth services or providers.
- Telehealth cost shares will be waived for in-network providers through December 31, 2020.
- 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.
- Expanded network providers (Doctor On Demand, Boulder Care, Workit Health) are available until December 31, 2020.

Teladoc operates subject to state regulation and may not be available in certain states. Teladoc and Doctor On Demand are independent companies that arrange virtual medical care services on behalf of Premera Blue Cross. Teladoc is not available on some plans. Check with your employer to confirm your coverage.

**Discrimination is Against the Law**

Premera Blue Cross (Premera) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. 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, or sex, 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, TTY: 711, Email [AppealsDepartmentInquiries@Premera.com](mailto: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>.

**Language Assistance**

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-722-1471 (TTY: 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 800-722-1471 (TTY: 711)。

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-722-1471 (TTY: 711).

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-722-1471 (TTY: 711) 번으로 전화해 주십시오.

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-722-1471 (телетайп: 711).

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 800-722-1471 (TTY: 711).

**УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 800-722-1471 (телетайп: 711).

**ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 800-722-1471 (TTY: 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。800-722-1471 (TTY:711) まで、お電話にてご連絡ください。

**ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 800-722-1471 (መስማት ለተሳናቸው: 711)።

**XIYEEFFANNA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 800-722-1471 (TTY: 711). *ملحوظة:* إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-722-1471 (رقم هاتف الصم والبكم: 711).

**ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 800-722-1471 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-722-1471 (TTY: 711).

**ໂປດອຸບ:** ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີ ພ້ອມໃຫ້ທ່ານ. ໂທ 800-722-1471 (TTY: 711).

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-722-1471 (TTY: 711).

**ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-722-1471 (ATS : 711).

**UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-722-1471 (TTY: 711).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-722-1471 (TTY: 711).

**ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-722-1471 (TTY: 711).

**توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 800-722-1471 (TTY: 711) تماس بگیرید.