

## Frequently Asked Questions

### ABOUT TELEHEALTH

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**Telehealth services are a fast, easy way to see a doctor!**

#### What is telehealth?

Telehealth is a fast, easy way to see a doctor. Telehealth allows you to have live visits over computer, tablet or phone with a doctor anytime. It's easy to use, private and secure.

#### Who provides telehealth services?

Your Blue Cross and Blue Shield of Nebraska health plan provides telehealth services through American Well®, also known as Amwell. With Amwell, you can register for free, and the cost per visit is less than the cost of your in-person doctor office visit. Cost shares for behavioral health visits will be the same as the current telehealth cost shares. For example, if your plan has a \$15 telehealth copay, behavioral health services would also be \$15. (For high-deductible health plans, the cost per visit is subject to your plan's deductible/coinsurance amount.)

#### Amwell offers:

- a choice of trusted, U.S. board-certified doctors
- access to a licensed physician via Web, mobile device or phone
- consultation and diagnosis for common conditions—even prescriptions (when appropriate and where allowed\*)
- Licensed therapists by appointment from 7 a.m. to 11 p.m. local time, seven days per week

Telehealth can be used any time, day or night. It's perfect when your doctor's office is closed, you're too sick or busy to see someone in person or even when you're traveling.

#### How do I register?

##### There are three easy ways to register:

1. Download the Amwell app on your mobile device from the Apple App Store or Google Play
2. Visit [nebraskablue.com/telehealth](http://nebraskablue.com/telehealth)
3. Call 844-SEE-DOCS (844-733-3627)

When prompted, enter Service Key **BCBSNE** to get the Blue Cross and Blue Shield of Nebraska member rate

#### What can doctors treat on Amwell?

On Amwell you can take care of most common issues like:

- sinus infection
- abdominal pain
- anxiety
- panic attacks
- cold
- pinkeye
- depression
- obsessive-compulsive disorder (OCD)
- flu
- ear infections
- Attention deficit hyperactivity disorder (ADHD)
- stress
- fever
- migraines
- Trauma/Post-traumatic stress disorder (PTSD)
- rashes
- bereavement

## **What is the cost?**

The cost per visit is less than the cost of your in-person doctor office visit. Cost shares for behavioral health visits will be the same as the current telehealth cost shares. For example, if your plan has a \$15 telehealth copay, behavioral health services would also be \$15. (For high-deductible plans, the cost per visit is subject to your plan's deductible/coinsurance amount.) You will enter your method of payment when you register to use telehealth. Payment can be made with a credit, debit or HSA/FSA card. Payment will automatically be made when you use telehealth.

## **When should I use telehealth?**

You could use telehealth during times like these:

- I should probably see a doctor, but can't fit it into my schedule
- My doctor's office is closed
- I feel too sick to drive
- I have children at home and don't want to bring them with me
- It's difficult for me to get a doctor's appointment
- I'm on business travel and don't want to leave my hotel room
- I'd like to talk with someone about the stress I'm experiencing, but I can't easily get away from work

## **Can I use telehealth when I'm traveling in the U.S.?**

Yes! Telehealth is great for when you're on the road in the U.S. for vacation or work.

## **Who are the doctors?**

Medical services on Amwell are provided by Online Care Group – the nation's first and largest primary care group devoted to telehealth. Doctors on Amwell:

- Average 15 years' experience in primary and urgent care
- Are U.S. board-certified, licensed and credentialed
- Have profiles, so you can see their education and practice experience
- Are rated by other patients, so you can review and select the doctor that meets your needs

## **How do I add my spouse or dependent children to my telehealth account?**

Adding a dependent to telehealth services is quick and easy. After creating your account, just add your dependent children under the age of 18 years. Your spouse or dependent children age 18 years and older need to create their own account using your health plan name, Blue Cross and Blue Shield of Nebraska, and member ID number.

Once registered, your spouse and dependent children age 18 years and older can use telehealth just as you would. For dependent children less than 18 years old, you will need to have telehealth visits on their behalf.

## **What do I do if I have a child over 18 years old who is still on my health insurance?**

Dependent children age 18 years and older will need to register as an adult and create a separate account using your health plan name, Blue Cross and Blue Shield of Nebraska, and member ID number.

## **How do I update my Amwell account?**

If you need to update your account information, such as your email address, date of birth or payment information, log in at [nebraskablue.com/telehealth](https://nebraskablue.com/telehealth), select "My Account" and follow the prompts. For security purposes, your account information cannot be modified using the Amwell app.

## Questions & Assistance

If you have any questions, please contact Amwell's support team at 844.SEE.DOCS (844-733-3627) or [support@americanwell.com](mailto:support@americanwell.com).

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\*Telehealth is available in most states, but some states do not allow telehealth consults or telehealth prescriptions. For more information, visit: [info.americanwell.com/where-can-i-see-a-doctor-online](http://info.americanwell.com/where-can-i-see-a-doctor-online). Psychiatry services are not available in all states. American Well is an independent company that provides telehealth services for Blue Cross Blue Shield of Nebraska.  
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