

TELEHEALTH

24/7 CARE — WHEN YOU NEED IT

All health plan members have access to Telehealth. You can talk to a doctor by phone or computer from anywhere, at any time.

WHEN TO USE TELEHEALTH

For non-emergency medical issues (allergies, asthma, bronchitis, cold & flu, infections, fever, ear aches, nausea, pink eye, sore throat, etc.)

- 24 hours a day, seven days a week — including nights, weekends and holidays
- Your doctor or pediatrician is unavailable
- It's not convenient to leave your home or work
- You are traveling and need medical care

STATE-SPONSORED TELEHEALTH PROGRAM COST

- PPO Members: Copay is \$15 (in-network)
- CDHP Members: You pay the negotiated rate per visit until you reach your deductible, then the primary care office visit coinsurance applies.

MORE INFORMATION

BlueCross members —

- Log into BlueAccess at bcbst.com/members/tn_state/
- Look for and select PhysicianNow
- Or, call 888.283.6691

Cigna members —

- Log into MyCigna.com
- Look for MDLive or Amwell and select the vendor of your choice
- Or, call 888.726.3171 for MDLive or 855.667.9722 for Amwell