

Let the care come to you

Get quality care from the comfort of home with telemedicine.

With telemedicine, you have access to your doctor's office from your phone, tablet, or computer. Your doctor can treat most non-emergency illnesses and, in some cases, they can even prescribe medications. Pretty great, right? That's not all. Take a look:



Perks of telemedicine

- **It's safe.** No more sitting elbow-to-elbow in waiting rooms.
- **It's affordable.** A telemedicine visit will likely cost the same as a normal visit to the doctor.
- **It's convenient.** Save yourself a trip to the doctor's office and chat with your provider from the comfort of your couch.
- **It's accessible.** You can receive care from just about anywhere via video or phone.
- **It's versatile.** From a bad case of the sniffles to the seasonal flu, telemedicine can treat a variety of non-emergency health conditions.

Your telemedicine options

We want you to receive care in a way that's convenient and comfortable for you, which is why we give you access to telemedicine through your doctor's office or through a vendor. Though both of these options could work for you, there are specific perks to each that you may want to consider.

Telemedicine through your doctor's office

- You'll be chatting with someone you already know, which is sure to put your mind at ease.
- Your doctor is familiar with your medical history, which means your condition may be easier to diagnose.
- You can replace simple in-office follow-ups with your doctor with a convenient and quick telehealth appointment.
- Keep in mind that telemedicine may not be available to you, so make sure to check with your health care provider.

Telemedicine through a vendor

- When you use a vendor such as American Well (AmWell for short), you have access — day or night, seven days a week — to U.S. licensed, board-certified doctors.
- Setting up a telehealth appointment is quick and only takes a few steps.



How to get started with telemedicine

Contact your doctor to learn about the telemedicine options that are available to you.

If your doctor's office doesn't offer telemedicine services, visit [AmWell.com](https://www.amwell.com) and create an account using your member ID card.

From there, you'll be on your way to more convenient and comfortable care.



American Well is an independent company that provides telemedicine services and do not provide Blue Cross and/or Blue Shield products or services. American Well is solely responsible for their telemedicine services.

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

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）。