



## **NEW BENEFIT FOR 2016!**

### **TELEMEDICINE FOR SHBP MEMBERS**

Effective January 1, 2016, telemedicine is available for SHBP members. Telemedicine allows health care professionals to evaluate, diagnose, and treat patients using telecommunication technology. Through telemedicine, you will be able to see and talk to a participating doctor from your mobile device, tablet, or computer with a webcam while at home, work, or on the go. The following summarizes this benefit by the Medical Claims Administrators. For more information, contact the Medical Claims Administrator for the Plan Option you elected for 2016.

#### **Blue Cross and Blue Shield of Georgia HMO and HRA Plan Options: LiveHealth Online**

With [LiveHealth Online](#) you get visits through live video, your visits are private and secure and you get your choice of board-certified providers. Your coverage will include online visits from a [LiveHealth Online](#) Provider. Covered services include medical and behavioral health consultations. You can see and talk to a medical doctor 24 hours a day/7 days a week or a psychologist or licensed therapist from 7 a.m. to 11 p.m. (coast to coast/all time zones) on your computer or mobile device with a webcam. [LiveHealth Online](#) covered providers can answer questions, make a diagnosis and certain providers can prescribe basic medications when needed.

[LiveHealth Online](#) is not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Some of the most common uses include, but are not limited to, cold and flu symptoms, allergies, sinus infections, migraines, upper respiratory infections, bronchitis, family health questions, stress, depression, anxiety and other related issues.

[LiveHealth Online](#) visits are subject to applicable co-pay (HMO plan) and co-insurance (HRA plans). Copay and co-insurance for the [LiveHealth Online](#) services do not cover pharmacy charges. Members must pay for prescriptions (if any) separately. No controlled substances may be prescribed. See the Schedule of Benefits section of your 2016 Summary Plan Document regarding member cost shares. Online visits are not covered from providers other than those contracted with LiveHealth Online. Access to [LiveHealth Online](#), including the prescribing of medications, may not be available in all states.

It's quick and easy to sign up for [LiveHealth Online](#). Just go to [livehealthonline.com](http://livehealthonline.com) to get started or download the mobile app at Google Play or the App Store.

#### **Kaiser Permanente (KP) HMO Plan Option: KP Now Telemedicine Appointment**

KP Now provides members with acute, low acuity symptoms the option to have a same day telephone appointment with a KP Now provider. KP Now is a patient-centered service designed to meet the member's need for a quick convenient resolution to low acuity medical symptoms and there is no charge for the telephone appointment. Appointments are scheduled for the same day after speaking to a KP Service Associate by calling 404-365-0966; Toll-free: 800-611-1811.

#### **UnitedHealthcare HMO and HDHP Plan Options: Virtual Visit**

When you don't feel well, or your child is sick, you can access care online at any time with a virtual visit. A virtual visit lets you see and talk to a participating doctor from your computer or mobile device without an appointment. Information is available on [myuhc.com](http://myuhc.com)<sup>®</sup> and through the **UnitedHealthcare Health4Me<sup>®</sup> app**. Use virtual visits when your doctor is not available, you become ill while traveling, or when you are considering visiting a hospital emergency room for a non-emergency health condition.



Virtual visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Conditions commonly treated through a virtual visit are a bladder infection/urinary tract infection, bronchitis, cold/flu, diarrhea, migraine/headaches, pink eye, and sinus problems.

#### Access virtual visits

Log in to **myuhc.com**<sup>®</sup> and choose from provider sites where you can register for a virtual visit. After registering and requesting a visit you will pay your portion of the service costs according to your applicable co-pay or co-insurance, and then you will enter a virtual waiting room. During your visit you will be able to talk to a doctor about your health concerns, symptoms and treatment options. To learn more about virtual visits and our network of provider groups please log in to **myuhc.com**<sup>®</sup> or **download the UnitedHealthcare Health4Me**<sup>®</sup> app at Google Play or the App Store.

Access to virtual visits, including the prescribing of medications, may not be available in all states. Services may not be available at all times or in all locations. Go to **myuhc.com**<sup>®</sup> for more information about virtual visits and prescription services.

See the Schedule of Benefits section of your 2016 Summary Plan Document regarding member cost shares. Co-pay and co-insurance for the virtual visit services do not cover pharmacy charges. Members must pay for prescriptions (if any) separately. No controlled substances may be prescribed. Other prescriptions may be available where clinically appropriate and permitted by law, and can be transmitted to the pharmacy of the member's choice.