



# SEE A DOCTOR by Live Video

Starting January 1, 2016, most Capital BlueCross health plans will include doctor visits by live, high-quality video using a smartphone, tablet, or computer.

Video doctor visits are convenient and less costly than a trip to an urgent care center or emergency room.

They are especially helpful when:

- You need to see a doctor, but can't fit it into your schedule.
- Your doctor's office is closed.
- You feel too sick to leave the house.
- You become sick while traveling.

During video appointments, doctors can diagnose common illnesses and even write prescriptions and send them straight to your pharmacy.



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## Two Convenient Options

Network	Doctors	Covered Telehealth Benefit <sup>1</sup>	Access
<b>American Well</b>	Licensed doctors across the United States	Visits for bronchitis, sinus infection, sore throat, bladder infection, urinary tract infection, abdominal pain, diarrhea, fever, pink eye, painful urination, influenza, respiratory infection, headache, and strep throat	Available 24/7/365 through mobile app or website; no appointment necessary
<b>Capital BlueCross</b>	Licensed and approved doctors within Capital BlueCross' 21-county service area <sup>2</sup>	Visits for above conditions plus these specialist services: behavioral health, dermatology, and genetic counseling	To find approved local telehealth doctors, use the Search & Save Center (provider finder tool) at <a href="http://capbluecross.com">capbluecross.com</a> or call the number on your Capital BlueCross ID card; contact doctor's office for scheduling instructions

### Learn More and Get Started

**ON OR AFTER JANUARY 1, 2016**, go to [capbluecross.com/telehealth](http://capbluecross.com/telehealth) to:

- Learn more about video doctor visits.
- Find local doctors offering telehealth services.
- Download the free American Well mobile app (use service key: CAPITALBLUE).



### We're Happy to Help

For information about your Capital BlueCross benefits, cost sharing, and local telehealth doctors, call the number on your Capital BlueCross ID card.

If you have questions about using the American Well mobile app or website, call American Well at 855.818.DOCS.

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[capbluecross.com](http://capbluecross.com) | [capitalbluestore.com](http://capitalbluestore.com)

<sup>1</sup>The telehealth benefit is not available on CareConnect<sup>SM</sup> PPO plans, Individual HMO plans, and SeniorBlue<sup>®</sup> HMO plans. Refer to your certificate of coverage for benefit details. Copays and deductibles may apply.

<sup>2</sup>Doctors will be added to the network as they are approved by Capital BlueCross to deliver telehealth services.

On behalf of Capital BlueCross, American Well Corp. provides this online health care tool. American Well is an independent company.

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