

A faster, easier way to see a provider.



Sick on a weekend? Trying to get help with a rash between work meetings? Worried about a feverish baby in the middle of the night? Advice from a leading provider is as close as your computer, tablet or smart phone. Blue Cross and Blue Shield of Vermont (BCBSVT) offers telemedicine services with Amwell®, a nationally acclaimed telemedicine vendor, to provide you with services 24/7, wherever you are.

Telemedicine is an online video consultation with a provider via a computer or an app on a smartphone or tablet. Amwell providers can help you with basic acute care issues like:

- nutritional counseling
- breastfeeding support
- behavioral health services
- respiratory infections
- bronchitis
- urinary tract infections
- pharyngitis
- rashes
- pink eye
- cough
- flu
- stuffy head
- allergies

Amwell providers can also prescribe medication, if needed. (Please note distribution of prescriptions are subject to state law.)

Helpful tips!

- 1. Register before you get sick!**
This way, when illness hits, you are merely a finger tap away from getting the care you need. Visit Amwell.com to register or download the Amwell app from the iTunes® or Google Play™ store. If you have any questions about how the service works, please feel free to contact Amwell at (855) 818-3627.
- 2. After any telemedicine visit, follow up with your primary care provider's office.**
Keeping your primary care provider informed helps your provider manage your health.
- 3. Keep a list of important health care numbers on your fridge or family cork board.**
It's a good idea to keep a list of important contact information such as how to access telemedicine services, the number for your primary care provider's office and your closest urgent care facility number on hand. When you're not feeling well, having these numbers handy helps save time and energy. In the case of an emergency, seek care right away by dialing 9-1-1.

Telemedicine services provided by:



Cost-sharing for telemedicine services

Please note: a medical consultation via Amwell requires cost-sharing.

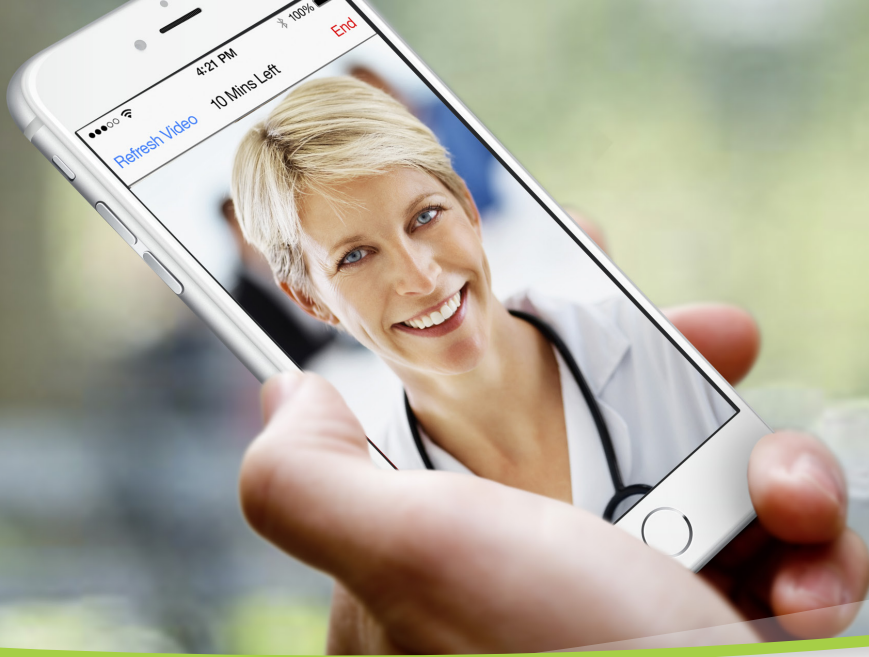
We'll see you through.

www.bcbsvt.com



BlueCross BlueShield of Vermont

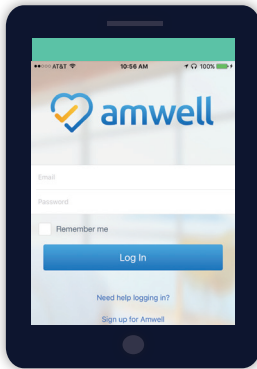
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How to download the app for your smartphone or tablet

Follow these steps to connect with Amwell through the app:

- Grab your BCBSVT ID card and have your medical history nearby, as you'll need certain information in order to use Amwell.
- Search for and download the Amwell app from the Apple App Store (if you have an Apple Device) or from the Google Play Store (if you have an Android device)
- Install the app—you open the app by finding an icon on your device that looks like a heart with a checkmark in it.
- Open the app and register for your virtual visit in order to access benefits through your health plan (self-pay options are also available through Amwell).
- Select **Blue Cross and Blue Shield of Vermont** from the drop-down menu in the health plan field.
- When prompted, enter your Subscriber ID from your BCBSVT ID card.
- When prompted, choose the type of service you want.
- Next, you'll see a list of providers available to you. Select the provider you'd like to see, or simply wait for the next available provider.
 - You will next need to answer some questions about the problem for which you're seeking care and some general information about your health status and history.
 - That's it! You'll next watch a short Amwell welcome video and go to the virtual "waiting room" for your provider.
- If you can't wait, you can also schedule an appointment for a time that is convenient for you.



Download the Amwell app and enroll today!

The online app contains many features to make your visit more effective. Find icons for the following on the bottom of your screen:

- Adjust your settings.
- Take photos and send them to your provider.
- Adjust the volume or mute the microphone on your device.
- Receive a post-visit report about your visit that you can share with your PCP.



BlueCross BlueShield of Vermont

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Blue Cross and Blue Shield of Vermont (BCBSVT) has contracted with American Well® (Amwell), an independent company, to provide telemedicine services for BCBSVT members. Amwell is solely responsible for its services and site content, as well as the conditions, terms of use and privacy policies that govern its site and services.