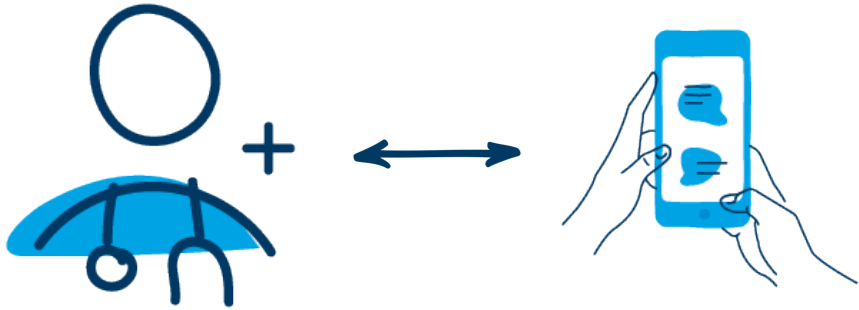


A virtual health solution for on-demand access to behavioral and mental health care needs

Overview



- Well360 Virtual Health powered by American Well (Amwell) gives eligible, fully-insured commercial, Medicare Advantage, ASO, and individual and small group ACA patients virtual access to high-quality providers
- Patients can get care for mild behavioral health concerns, avoiding costly emergency department, urgent care and inpatient utilization
- Well360 Virtual Health may help patients get care earlier, before their condition becomes severe, requiring more costly interventions

*Available since January 2022

Services and Eligibility

- **Therapy**
 - Patients ≥ 10
 - Provides talk therapy to treat anxiety, depression or insomnia
- **Psychiatry**
 - Patients ≥ 18
 - Provides prescription management and psychiatric assessments

What Does This Mean to You?

- Well360 Virtual Health provides greater access to care between office visits, allow patients to be seen by specialists that typically have long wait times or are hard to schedule with
- Ideal for patients who prefer virtual care, live in rural areas or need out of town/after-hours care
- Patients’ visit summaries can be shared with their PCP

How can my patients access Well360 Virtual Health?

- Eligible patients will receive outreach via mail, email and, in some cases, SMS (text).
- Patients can access Well360 Virtual Health through their Highmark member portal

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company. Central and Southeastern PA: Highmark Inc. d/b/a Highmark Blue Shield, Highmark Benefits Group Inc., Highmark Health Insurance Company, Highmark Choice Company or Highmark Senior Health Company. Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield. West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company or Highmark Senior Solutions Company. Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield. All references to “Highmark” in this document are references to the Highmark company that is providing the member’s health benefits or health benefit administration and/or to one or more of its affiliated Blue companies. Amwell is an independent company that provides telemedicine services and does not provide Blue Cross and/or Blue Shield products or services. Amwell is solely responsible for their telemedicine services.

2024