

# SPECIALIST VIRTUAL VISITS

## BRINGING SPECIALTY CARE CLOSER TO YOU



### CONNECTING YOU WITH SPECIALTY CARE — VIRTUALLY

There's a new way to get the specialty care you need — closer to home!

As a Highmark member, you may be able to take advantage of specialist virtual visits. Here's how it works:

- You can see specialists for virtual visits — visiting with your doctor via audio/video conferencing technology.
- Specialist virtual visits take place in real time at your primary care provider's office, an outpatient facility close to you, or the comfort of your own home.

### SPECIALIST VIRTUAL VISITS OFFER ADVANTAGES FOR YOU

Following up with your specialist regularly makes for better health care outcomes and may reduce the risk of costly complications. Specialist virtual visits can make it easier for you to get the care you need if you live in an area where the specialists you need aren't close by.

Specialist virtual visits do **not** replace an in-person doctor's visit and support. Rather, they enhance your care, giving you access to specialists that you might not otherwise have.

Specialist virtual visits are a separate service from American Well and Doctor On Demand, our telemedicine service providers that provide video access for immediate or urgent care needs for many Highmark members.

### SPECIALIST VIRTUAL VISIT COVERAGE AND COSTS

Many, but not all, Highmark plans cover specialist virtual visits. To see if your coverage includes this service, contact Member Service.

If your benefits cover specialist virtual visits, you pay the copayment that would normally apply for an in-person specialist visit. If you go to your primary care provider's office or an outpatient facility, you will also be responsible for a fee from the physician's office or outpatient facility that provided access to the video conferencing technology. This fee will be applied to any program deductible and subject to any program coinsurance, as determined by your plan. If you have a spending account, you can use your spending account to pay this fee.

### FIND OUT MORE

For many providers who offer these services, this information is displayed on the provider profile on your member website. You can also check with your primary care provider or specialist.

To find out more about this service, call the Member Service number on your member ID card.

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

To determine the availability of services under your health plan, please review your Outline of Coverage for details on benefits, conditions and exclusions or call the number on the back of your ID card. American Well and Doctor On Demand service availability are subject to state laws. Virtual Diet and Nutrition Services are not eligible. You will be responsible for the full cost of these services. Medical/urgent care services are subject to the telemedicine service benefit. Mental health/online therapy services are subject to the outpatient mental health benefit.

Patients may receive a promotional offer for a free visit directly from Doctor On Demand or American Well. These promotions are not part of your plan of benefits.

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