

Questions or concerns?  
Please contact:

Blue Cross and Blue Shield  
of Vermont  
P.O. Box 186  
Montpelier, VT 05601-0186  
(800) 344-6690  
[www.bcbsvt.com](http://www.bcbsvt.com)  
click [here](#) for email contact

**Other topics of interest:**

**Amwell.com**

Blue Cross and Blue Shield of Vermont provides administrative services and does not assume any financial risk for claims.

# Telemedicine services through Amwell—a faster, easier way to see a provider



Sick on a weekend? Interested in receiving behavioral health counseling services in the privacy of your own home? Worried about a feverish baby in the middle of the night?

Advice from a leading provider is as close as your computer, tablet or smartphone. 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. In most cases, 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 issues like:

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

If you have any questions or concerns, please call our customer service team at the number on the back of your ID card.

**Cost-sharing for telemedicine services**

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

**Helpful tips!**

**1 Register before you need care!**

This way, you are merely a finger tap away from getting the care you need. Visit [Amwell.com](http://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 better manage your health. Moreover, Amwell makes this easy! After your Amwell visit, they will send you a detailed report, called "visit notes" that you can share with your provider or providers.

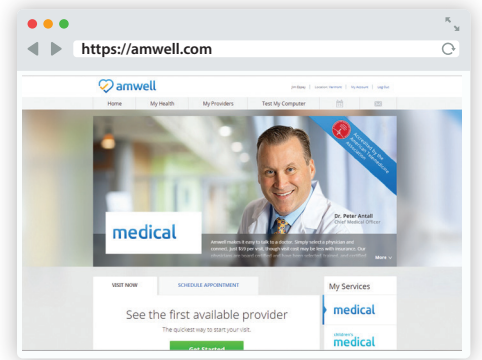
**3 Keep a list of important health care numbers on your fridge or family cork board.**

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. Click [here](#) for a handy wallet-sized card that you can print.

**4 Use your HRA or HSA debit card.**

When seeking care, it's a good idea to use your HSA or HRA debit card (if applicable) instead of your own personal debit card or credit card. Unlike in-person care, Amwell will prompt you to pay for your care up front. And, although Amwell is fully integrated with your health care benefits, you will need to pay any co-payments or deductible and co-insurance when you seek care. So, if you have an HRA or HSA, using your debit card will save you the hassle of having to reimburse your HRA or HSA at a later date if you choose to use your own credit card or personal debit card.





**Download the  
Amwell app and  
enroll today!**

## 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 select 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.
- 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.

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

Telemedicine services provided by:



*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.*