BlueCross BlueShield Nebraska

amwell

An Innovative Way to

ACCESS HEALTH CARE 24/7/365!

Blue Cross and Blue Shield of Nebraska (BCBSNE) believes in the importance of providing options to help you access affordable and immediate health care. That is why we are delighted to offer telehealth to our members.

Telehealth Services

How does it work?

Telehealth is an innovative patient consultation service that lets you connect with a U.S. board-certified, licensed and credentialed doctor quickly and easily using your computer, tablet or phone. It's easy to use, affordable, private and secure.

Rather than having to schedule a doctor's appointment and travel to and from the doctor's office, telehealth lets you interact with a doctor at your convenience for common conditions, such as:

- Sinus infection
- Cold
- Flu
- Fever
- Rash
- Abdominal pain
- Pinkeye
- Ear infection
- Migraine
- Sore throat

Behavioral Health Services Also Available

With telehealth behavioral health services, Amwell's licensed therapists can provide treatment for the following conditions:

- Anxiety
- Depression
- Attention deficit hyperactivity disorder (ADHD)
- Obsessive-compulsive disorder (OCD)
- Trauma/Post-traumatic stress disorder (PTSD)
- Bereavement
- Panic attacks
- Stress
- And more

Therapists are available by appointment from 7 a.m. to 11 p.m. local time, seven days per week.

Board-Certified Doctors

Who provides telehealth services?

Blue Cross and Blue Shield of Nebraska provides telehealth services through American Well®, also known as Amwell, the industry's leader in telehealth solutions. With Amwell, you can register for free, and the cost per visit is less than the cost of an in-person doctor office visit.

Amwell offers:

- A choice of trusted, U.S. board-certified doctors
- Access to a licensed physician via computer, tablet or phone
- Consultation and diagnosis for common conditions, including e-prescriptions to your pharmacy of choice (when appropriate)

Convenient and Easy

You never know when you may need a doctor.

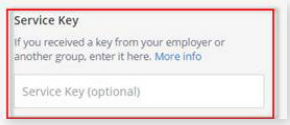
Telehealth can be used any time, day or night. It's perfect when your doctor's office is closed, you're too sick or busy to see someone in person, or even when you're traveling.

Register Now

There are three easy ways to register:

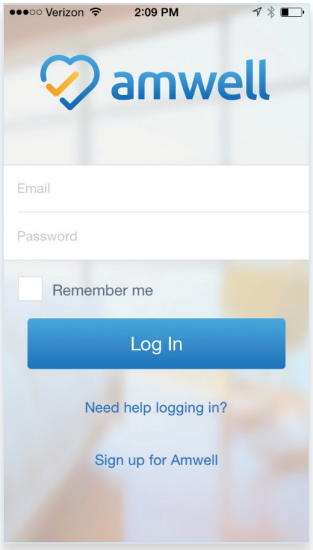
1. Download the Amwell app on your mobile device from the **Apple App Store** or **Google Play**
2. Visit **nebraskablue.com/telehealth**
3. Call toll-free **844-SEE-DOCS (844-733-3627)**

Be sure to enter Service Key **BCBSNE** to get the Blue Cross and Blue Shield of Nebraska member rate.



Quick Start Guide: Mobile Registration

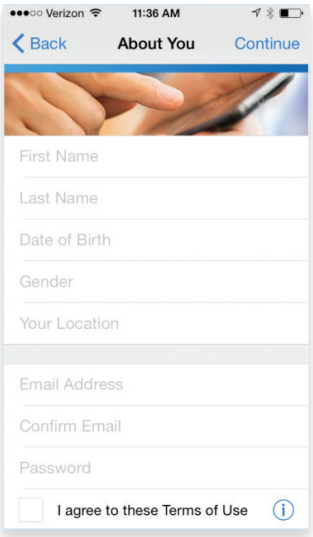
1.



Search the App Store or Google Play for "**Amwell**."

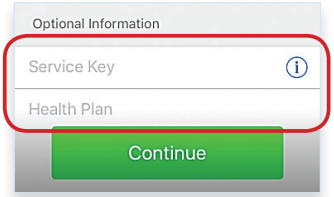
Download the **Amwell** app.

2.



Click "**Sign Up for Amwell** " at the bottom of the screen. Enter your personal information, your email and create a password.

3.



Enter **BCBSNE** for your Service Key under "Optional Information" to get the Blue Cross and Blue Shield of Nebraska member rate.

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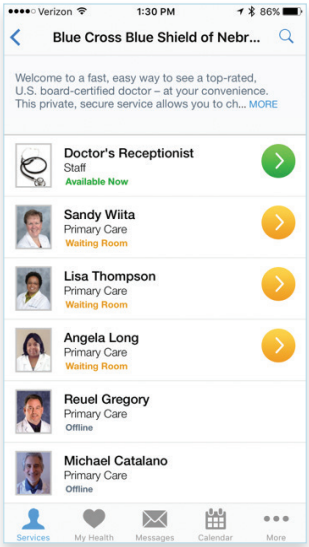
Select **Blue Cross Blue Shield of Nebraska** from the insurance drop down and enter your member ID number shown on the front of your Blue Cross and Blue Shield of Nebraska member ID card.

4.



When you are ready to have a visit, choose a provider and enter the necessary information (symptoms, pharmacy of choice, optional medical history, current medications and vitals). Next, enter your insurance information and payment information.

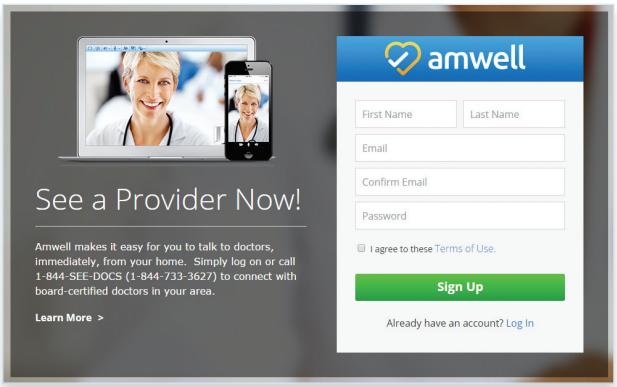
5.

Begin your visit!

Quick Start Guide: Web Registration

1. To sign up for **Amwell**, visit: **www.nebraskablue.com/telehealth**

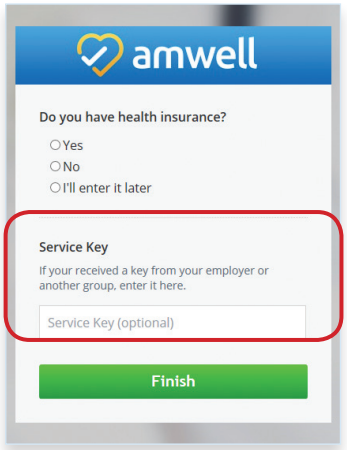
2. Enter your name, email, create a password and click the green "*Sign Up*" button.



3. Enter your location, birthday, and gender. Click *"Continue."*

4. Select that you have health insurance. Pick **Blue Cross Blue Shield of Nebraska** from the insurance drop down and enter your member ID number from your Blue Cross and Blue Shield of Nebraska member ID card.

Then, enter **BCBSNE** in the Service Key field to get the Blue Cross and Blue Shield of Nebraska member rate. Click *"Finish."*



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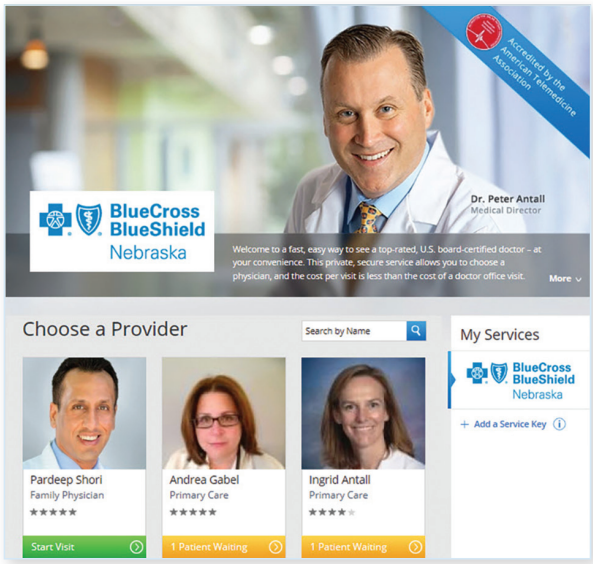
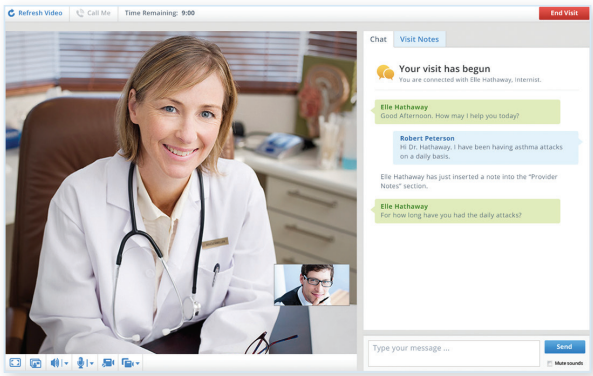


6. You will connect with enhanced video and see the provider in high definition.



American Well is an independent company that provides telehealth services for Blue Cross and Blue Shield of Nebraska, an independent licensee of the Blue Cross and Blue Shield Association. 36-260 (01-30-18)