

# CORONAVIRUS (COVID-19) COMMUNICATIONS



March 23, 2020

## Televisit the doctor during COVID-19 Outbreak

For participants enrolled in an Austal Group Health Plan that would rather not visit their doctor or Urgent Care in person, you have options. Please see participant instructions for Blue Cross Blue Shield of Alabama (BCBS-AL) Telehealth (via telephone appointment), and United Healthcare (UHC) Telemedicine (virtual visit with physician) as follows:

### **BCBS of Alabama Telehealth – Participant Instructions:**

1. BCBS of Alabama Telehealth is a temporary benefit available to consult with an in-network physician by telephone. Physician can diagnose and prescribe.
2. Use for non-emergency conditions
3. Contact your Primary Care Physician and ask if they are utilizing Telehealth, and if so, schedule a consultation with your Primary Care Physician.
4. If your Primary Care Physician is not utilizing Telehealth:
  - Log in to [www.alabamablue.com](http://www.alabamablue.com)
  - Find an in-network Doctor (PPO/PMD)
    - Schedule a consultation
      - Note that this must be a consultation with a doctor – Telehealth is not for inquiries only or to speak to a nurse.
      - The in-network physician must be accepting new patients, see below.
  - Using the BCBS App
    - Download the app, Alabama Blue from Google or Playstore and register (if not already performed)
      - Only in-network physicians will populate
      - Schedule consultation

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**IMPORTANT:** There is no guarantee that physicians are taking new patients. Participants may have to try multiple physicians' offices to successfully schedule a consultation, include Urgent Care Centers.

There is no cost associated with Telehealth if you are diagnosed with COVID-19. HOWEVER, if you need medical attention outside of COVID-19, a co-pay will apply of estimated \$51.00.

## **United Healthcare Telemedicine – Participant Instructions:**

1. UHC Telemedicine is a face-to-face consultation with an in-network physician (compare to FaceTime, Skype, etc.). Physician can diagnose and prescribe through UHC Telemedicine.
2. Use for non-emergency conditions
3. Log in to [www.myuhc.com](http://www.myuhc.com) or in the UHC app, Health4me.
  - a. Select "Connect With a Doctor Online"
    - i. Select "Get Started"
    - ii. Complete the Virtual Visit Registration form online
    - iii. Schedule your Virtual Physician appointment
4. There is no cost associated with COVID-19 diagnosis
5. For other medical needs, payment for UHC Telemedicine is much less than payment for a doctor's office visit and is paid through available HRA funds in your account. If you have exhausted your HRA funds, the payment may be made by credit or debit card. Cost is \$49.