

## Telemedicine Information

| Coverage  | Who is Covered                         | Benefits  |
|---|--|---|
| <p><b>Blue Cross Blue Shield (BCBS) PPO Plans</b></p> | <p>Staff<br/>Faculty<br/>Post Docs</p> | <p>If you are enrolled in a BCBS plan, you have telehealth with MD live. You can <a href="https://www.mdlive.com/">schedule a virtual appointment</a> online (https://www.mdlive.com/) or call 888.676.4204. If you have never used the service, you will need to register on the website to use the service.</p> <p>Effective March 10, 2020, BCBS began covering telehealth “virtual” visits with in-network Illinois providers for eligible BCBSIL PPO and Blue Choice members. This means your qualified covered employees whose own provider offers the telehealth service will now have that benefit covered as a regular office visit.</p> <p>BCBS has expanded telehealth for PPO members who receive medically necessary services from an in-network PPO provider who offer telehealth services. If a PPO member sees an in-network provider who offers telehealth services, those telehealth services will now be covered as a regular office visit.</p> <p>Telehealth visits currently include 2-way, live interactive telephone communication and digital video consultations, which can allow concerned members to connect with their physicians while reducing the risk of exposure to contagious viruses or further illness. This expansion is meant to offer flexible options to our members and reduce the spread of serious Illinois, like COVID-19, influenza, etc.</p> <p><b>Coming soon:</b> The University Medical Center (UCMC) providers are gearing up to provide phone-based care for existing BCBS patients.</p> |
| <p><b>BCBS HMO of Illinois</b></p>                    | <p>Staff<br/>Faculty</p>               | <p>BCBS has expanded telehealth for BCBSIL HMO members who receive medically necessary services from providers in their medical group who offer telehealth services. If an HMO member sees a provider within their medical group who offers telehealth services, those telehealth services will now be covered as a regular office visit.</p> <p>Telehealth visits currently include 2-way, live interactive telephone communication and digital video consultations, which can allow concerned members to connect with their physicians while reducing the risk of exposure to contagious viruses or further illness. This expansion is meant to offer flexible options to our members and reduce the spread of serious Illinois, like COVID-19, influenza, etc.</p>   |

| Coverage                             | Who is Covered   | Benefits   |
|--------------------------------------|--|--|
| <b>UCHP Plan (Aetna)</b>             | Staff<br>Faculty   | <p><b>Zero copays for telemedicine visits for any reason for 90 days.</b> Aetna members should use telemedicine as their first line of defense in order to limit potential exposure in physician offices. Cost sharing will be waived for all video visits through the CVS MinuteClinic app.</p> <p><b>Coming soon:</b> UCMC provided virtual care services would be covered. UCMC providers are gearing up to provide phone-based care.</p> |
| <b>CVS Pharmacy MinuteClinics</b>    | Anyone can use a MinuteClinic. Cost is waived if you are covered by CVS for Rx benefits. | MinuteClinics offers patients the opportunity to request a Video Visit in 40 states and Washington, D.C. Virtual care options such as video visits can be an effective way to evaluate and treat viruses from the comfort of one's home, while minimizing exposure to other potentially contagious viruses.  |
| <b>Aetna Medicare Advantage Plan</b> | University Retirees  | <b>Zero co-pay telemedicine visits for next 90 days.</b> This is not Teladoc, but the ability to have telephonic/virtual appointment with in-network providers that have this capability. There are 2 new Medicare codes (G2010 and G2012) for telemedicine that will be covered 100%. The University of Chicago does offer Teladoc and cost sharing will also be waived for all virtual visits through Teladoc.                             |

| Coverage                 | Who is Covered                                  | Benefits   |
|--------------------------|---|--|
| <b>Medicare</b>          | All employees with Medicare as primary coverage | <p>Medicare has temporarily expanded its coverage of <a href="#">telehealth services</a> to respond to the current Public Health Emergency. These services expand the current telehealth covered services, to help you have access from more places (including your home), with a wider range of communication tools (including smartphones), to interact with a range of providers (such as doctors, nurse practitioners, clinical psychologists, and licensed clinical social worker). During this time, you will be able to receive a specific set of services through telehealth including evaluation and management visits (common office visits), mental health counseling and preventive health screenings. This will help ensure you are able to visit with your doctor from your home, without having to go to a doctor’s office or hospital, which puts you and others at risk of exposure to COVID-19.</p> <ul style="list-style-type: none"> <li>• You may be able to communicate with your doctors or certain other practitioners without necessarily going to the doctor’s office in person for a full visit. Medicare pays for “<a href="#">virtual check-ins</a>”—brief, virtual services with your established physician or certain practitioners where the communication isn’t related to a medical visit within the previous 7 days and doesn’t lead to a medical visit within the next 24 hours (or soonest appointment available).</li> <li>• You need to consent verbally to using virtual check-ins and your doctor must document that consent in your medical record before you use this service. You pay your usual Medicare coinsurance and deductible for these services.</li> <li>• Medicare also pays for you to communicate with your doctors using <a href="#">online patient portals</a> without going to the doctor’s office. Like the virtual check-ins, you must initiate these individual communications.</li> </ul> |
| <b>United Healthcare</b> | Students enrolled in the Student Health Plan    | <p>UC is encouraging members to take advantage of our <b>Virtual Visit*</b> capability, available through the HealthiestYou mobile app, or for more information through their <a href="#">UHCSR account</a> (<a href="http://www.uhcsr.com/MyAccount">www.uhcsr.com/MyAccount</a>). UHCSR insureds have access at no charge, when included with their UHCSR medical plan, or at a \$40 copay otherwise.</p> <p>Optum is opening its <b>Emotional-Support Help Line</b>, providing access to specially trained mental health specialists to support people who may be experiencing anxiety or stress following the recent developments around COVID-19. Optum’s toll-free help line number, 866-342-6892, will be open 24 hours a day, seven days a week, for as long as necessary. The service is free of charge and open to anyone.</p>   |