



TELEHEALTH

24/7 HEALTHCARE

- Get care wherever you are for common medical issues
- Provided by American Well (Amwell)¹



Who uses TELEHEALTH?

- Busy professionals who can't wait for an appointment
- Families, including sick children
- Individuals that live in rural areas or outside the city



85% of Amwell patients' issues are resolved during a telehealth visit.

Why use TELEHEALTH?



Speak with a doctor in minutes – **AVERAGE WAIT TIME IS 3 MINUTES**



Connect easily with your camera phone or personal computer with camera



Get the care you need – including some prescriptions²



Meet with licensed, U.S. board-certified physicians with an average 15 years' experience practicing medicine



Feel safe with Amwell's private, secure, HIPAA-compliant tool



Save on drive time or office wait time



Rest assured if you are traveling and need care quick



Pay much less than going to emergency room

What can be treated?

Common medical issues, such as:

- Sinus Pain
- Mild Asthma
- Mild Allergic Reactions
- Minor Headaches
- Burning with Urination
- Cold Sores
- Sprains, Strains
- Pink Eye
- Nausea, Vomiting, Diarrhea
- Bumps, Cuts, Scrapes
- Coughs, Sore Throat
- Eye Swelling, Irritation, Redness or Pain
- Minor Fevers, Colds
- Rashes, Minor Burns



Amwell is a provider in the Blue KC network, and their contracted rates are subject to change. Enter your member information in the **Amwell Mobile app** or at Amwell.com to see the current cost of telehealth services.

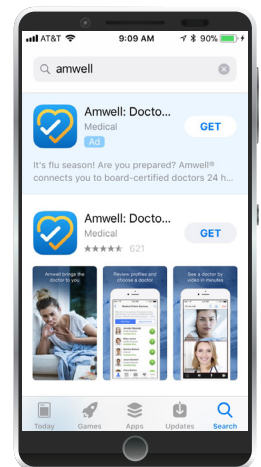
TELEHEALTH IS NOT FOR EMERGENCIES

If you are experiencing severe symptoms or have a serious medical concern, it's important to go to the emergency room or call 911.

How do I make an appointment?

1. Download the **Amwell Mobile App** or visit Amwell.com.
2. Create an account using your Blue KC member ID card for reference. Ensure you choose **Blue KC** from the drop-down list.
3. View a list of available doctors, their experience and ratings, and select one.
4. Stream a live visit directly from the Web or your mobile device.

If needed and if medically appropriate, you can request a sick slip or back-to-work documents from your Amwell doctor.



¹ Amwell is available to most Blue KC members (Medicare Advantage members do not have access).

² Blue KC does not guarantee a prescription will be written.

American Well's Online Care Group is an independent provider contracted to participate in Blue KC's commercial provider networks.