

TELEHEALTH

24/7 CARE — WHEN YOU NEED IT

All health plan members have access to Telehealth. With Telehealth, you can talk to a doctor by phone or computer from anywhere, at any time.

WHEN TO USE TELEHEALTH

For non-emergency medical issues (allergies, asthma, bronchitis, cold & flu, infections, fever, ear aches, nausea, pink eye, sore throat, etc.)

- 24 hours a day, seven days a week — including nights, weekends and holidays
- Your doctor or pediatrician is unavailable
- It's not convenient to leave your home or work
- You are traveling and need medical care

COST

- **PPO Members:** Copay is \$15 (in-network)
- **CDHP Members:** \$38 per visit until you reach your deductible, then the primary care office visit coinsurance applies

MORE INFORMATION

BlueCross members —

- Log into BlueAccess at bcbst.com/members/tn_state/
- PhysicianNow is on the center of the page and also under the My Health & Wellness tab
- Or, call 888.283.6691

Cigna members —

- Go to Mdlive.com/stateoftn or log into MyCigna.com
- MDLive is on the middle right side of the page and also under Find a Doctor, Dentist or Facility
- Or, call 888.726.3171

Members must pre-register with the Telehealth program through their carrier's website before using the Telehealth service.