



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



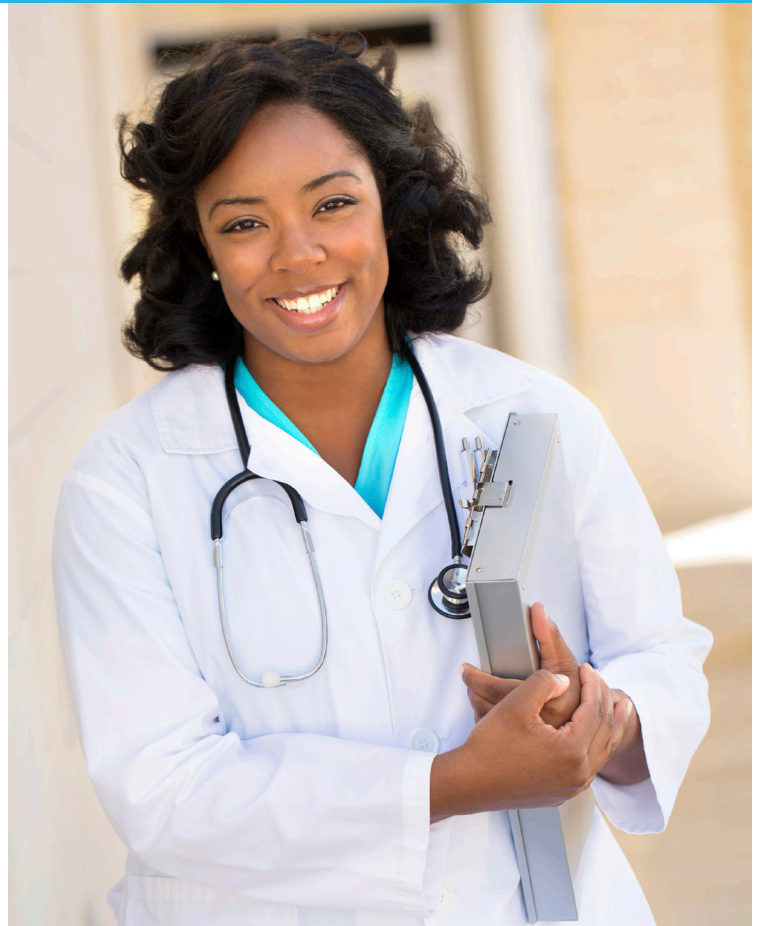
Board-Certified Doctors

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 and where allowed*)



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

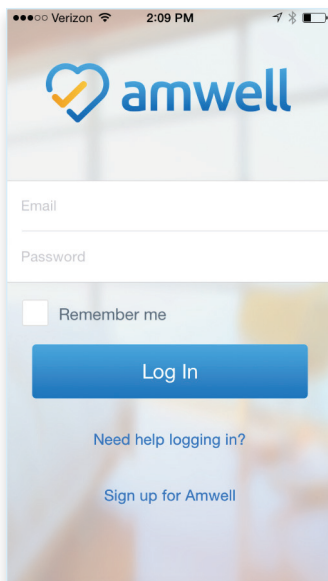
There are three easy ways to register:

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)**

When prompted, enter Service Key **BCBSNE** to get the Blue Cross and Blue Shield of Nebraska member rate.

Quick Start Guide: Mobile Registration

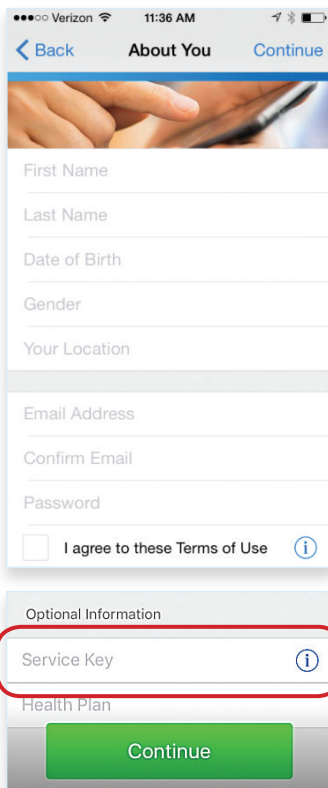
1.

The image shows the Amwell app's login screen. At the top is the Amwell logo, which consists of a heart with a checkmark inside. Below the logo are input fields for 'Email' and 'Password'. There is a 'Remember me' checkbox and a blue 'Log In' button. At the bottom, there are links for 'Need help logging in?' and 'Sign up for Amwell'.

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

Download the **Amwell** app.

2.

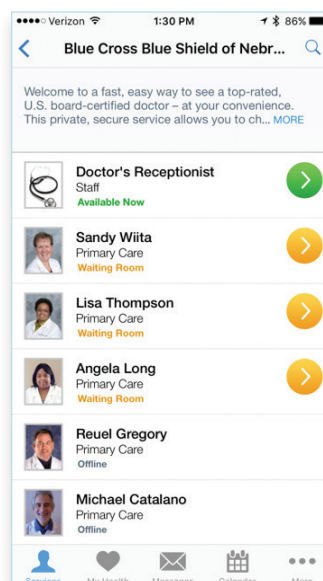
The image shows the Amwell app's sign-up screen. It has a 'Back' button, 'About You' text, and a 'Continue' button. Below is a form with fields for 'First Name', 'Last Name', 'Date of Birth', 'Gender', and 'Your Location'. There are also fields for 'Email Address', 'Confirm Email', and 'Password'. A checkbox for 'I agree to these Terms of Use' is present. Under 'Optional Information', there is a 'Service Key' field which is highlighted with a red rectangle, and a 'Health Plan' field. A green 'Continue' button is at the bottom.

Click "**Sign Up for Amwell**" at the bottom of the screen. Fill out your personal information, your email, create a password, and enter **BCBSNE** for your Service Key under "optional information" **to get the Blue Cross and Blue Shield of Nebraska member rate.**

3.

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.

The image shows the Blue Cross Blue Shield of Nebraska app's provider selection screen. It has a back arrow and a search icon. A welcome message is at the top. Below is a list of providers: 'Doctor's Receptionist' (Staff, Available Now), 'Sandy Wiita' (Primary Care, Waiting Room), 'Lisa Thompson' (Primary Care, Waiting Room), 'Angela Long' (Primary Care, Waiting Room), 'Reuel Gregory' (Primary Care, Offline), and 'Michael Catalano' (Primary Care, Offline). Each provider has a profile picture and a status indicator. At the bottom is a navigation bar with icons for 'Services', 'My Health', 'Messages', 'Calendar', and 'More'.

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.

The image shows the Blue Cross Blue Shield of Nebraska app's video visit screen. It has a refresh icon, a checkmark icon, and a '10 min left' timer. There are two video feeds: the top one shows 'Katherine Smith' and the bottom one shows 'Jennifer Marshall'. There is an 'End' button at the top right.

Begin your visit!

Quick Start Guide: Web Registration

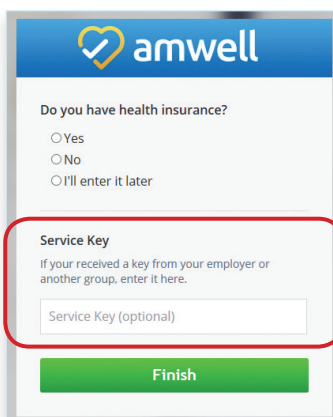
1. To sign up for **Amwell**, visit:
www.nebraskablue.com/telehealth
2. Fill out your name, email, create a password and click the green "Sign Up" button.

A screenshot of the Amwell registration page. On the left, there's a section titled "See a Provider Now!" with a video call interface showing a doctor. Below it, text explains that Amwell makes it easy to talk to doctors from home. On the right, there's a registration form with fields for First Name, Last Name, Email, Confirm Email, and Password. There's a checkbox for "I agree to these Terms of Use." and a green "Sign Up" button. A link "Already have an account? Log In" is at the bottom.

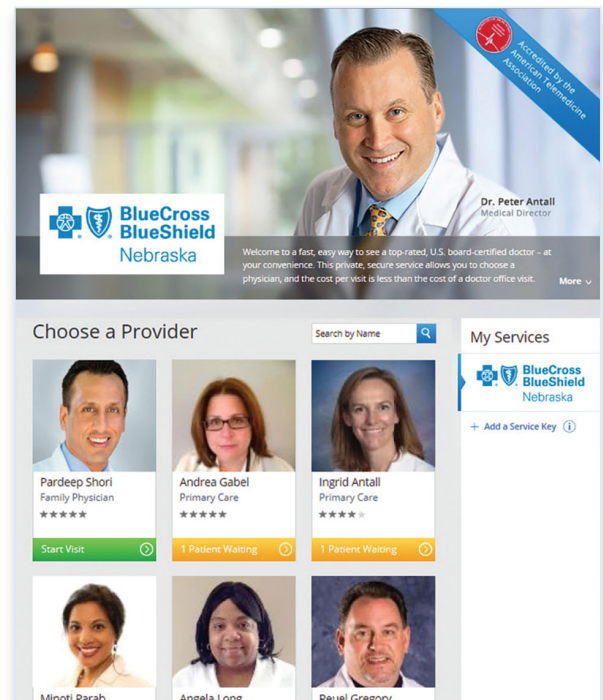
3. Fill out your location, birthday, and gender and click "Continue."

A screenshot of the Amwell registration page. It shows a form with a dropdown for location (set to "New York"), a date of birth field (set to "January 1, 1980"), and radio buttons for gender (Male and Female). A green "Continue" button is at the bottom.

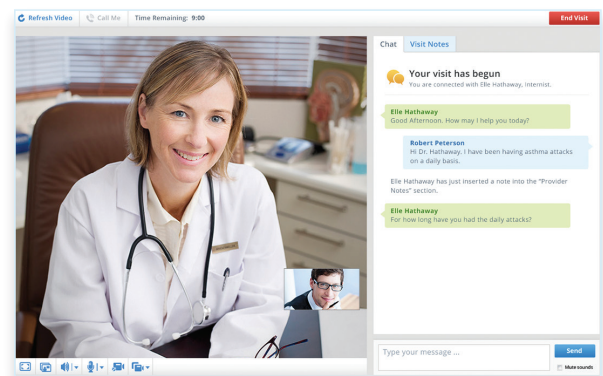
4. Select that you have health insurance. Pick **Blue Cross Blue Shield of Nebraska** from the insurance drop down and enter your member ID number from your Blue Cross and Blue Shield of Nebraska member ID card. Then, enter **BCBSNE** in the Service Key field to get the **Blue Cross and Blue Shield of Nebraska member rate**. Click "Finish."

A screenshot of the Amwell registration page. It shows a form with a question "Do you have health insurance?" with radio buttons for "Yes", "No", and "I'll enter it later". Below this is a "Service Key" section with a text input field labeled "Service Key (optional)". A green "Finish" button is at the bottom.

5. 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.

A screenshot of the Amwell provider selection screen. At the top, there's a banner for "BlueCross BlueShield Nebraska" featuring Dr. Peter Antall, Medical Director. Below this is a "Choose a Provider" section with a search bar and a grid of provider profiles. Each profile includes a photo, name, specialty, and a "Start Visit" button. To the right, there's a "My Services" section with a "Add a Service Key" button.

6. You will connect with Enhanced Video and see the provider in high definition.

A screenshot of the Amwell video visit interface. It shows a video call with a female provider. On the right, there's a chat window with a "Visit Notes" section. The chat history shows messages from the provider and the patient. At the bottom, there's a text input field for "Type your message..." and a "Send" button.



Discover the Advantages of Telehealth

Telehealth is a fast, easy way to see a doctor.

Blue Cross and Blue Shield of Nebraska offers telehealth services through American Well®, also known as Amwell, the industry's leading telehealth solution – serving more than 100 million people.

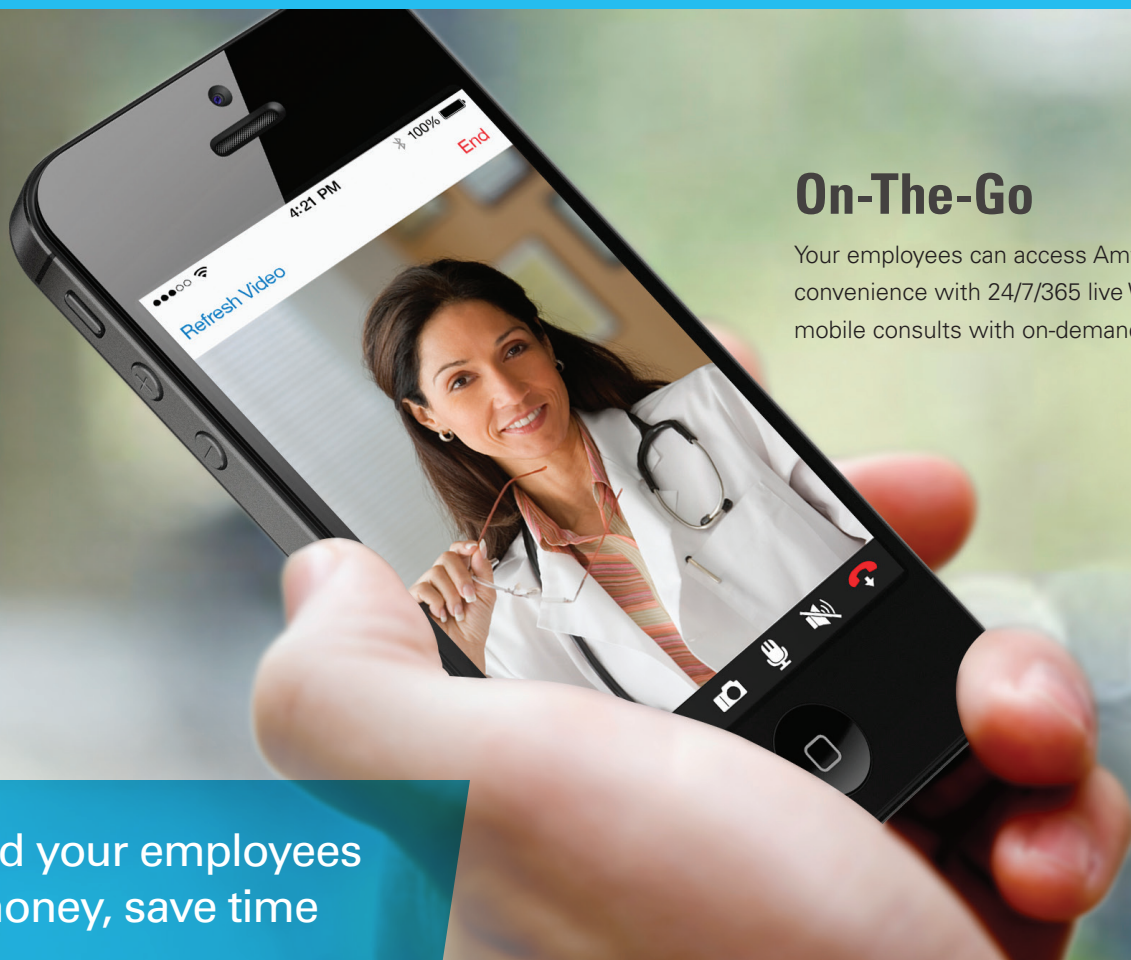
With telehealth services, you can offer employees access to a nationwide network of U.S. board-certified physicians, available for live visits over computer, tablet or phone, whenever employees need them. Telehealth visits cost less than emergency room (ER), urgent care, or even in-office doctor visits – and they save employees 2-3 hours per consult. Best of all, employees love it.

Behavioral Health Services *Now Available*

With telehealth behavioral health services, Amwell's licensed therapists are available to 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, 7 days per week. To learn more, please contact a member of your Blue Cross and Blue Shield of Nebraska sales or account service team.



On-The-Go

Your employees can access Amwell at their convenience with 24/7/365 live Web and mobile consults with on-demand doctors.

You and your employees
save money, save time

Physicians

Nationwide network, right now

A great patient experience begins with the doctors. That's why Amwell offers access to a national network of U.S. board-certified physicians. These doctors are credentialed, certified, and trained to practice online. Their "webside manner" goes a long way: patients rate Amwell's doctors 4.7, an Excellent rating.

- Credentialed per NCQA and AHRQ
- 15 years average time in practice
- Professional profile online
- Visible past patient ratings
- Live consultations, right now
- Available 24/7/365
- Nationwide

Technology

Health care made easy

Open the app, log on, or pick up the phone. That's all it takes to get the right care at the right time. Making it easy to get care is actually pretty hard. Our patented system speaks the complex "language" of health care, so your employees don't have to.

- Computer, tablet or phone access
- No special hardware or software required
- Automated claims and eligibility processing
- E-prescriptions to a pharmacy of choice
- Clinical insight and care continuity
- HIPAA-compliant and secure
- Integration with Apple's Health app

Engagement

Awareness. Adoption. Usage.

It's all about being top of mind when a health care concern arises. Use our toolkit to engage your employees in this valuable benefit. Our toolkit includes:

- Intranet copy
- Employee email blast templates
- Quick start registration guide
- Posters
- Card to use as a desk drop, at health fairs, etc.
- Employee FAQs
- How to Enroll video
- And more



Care Made Easy

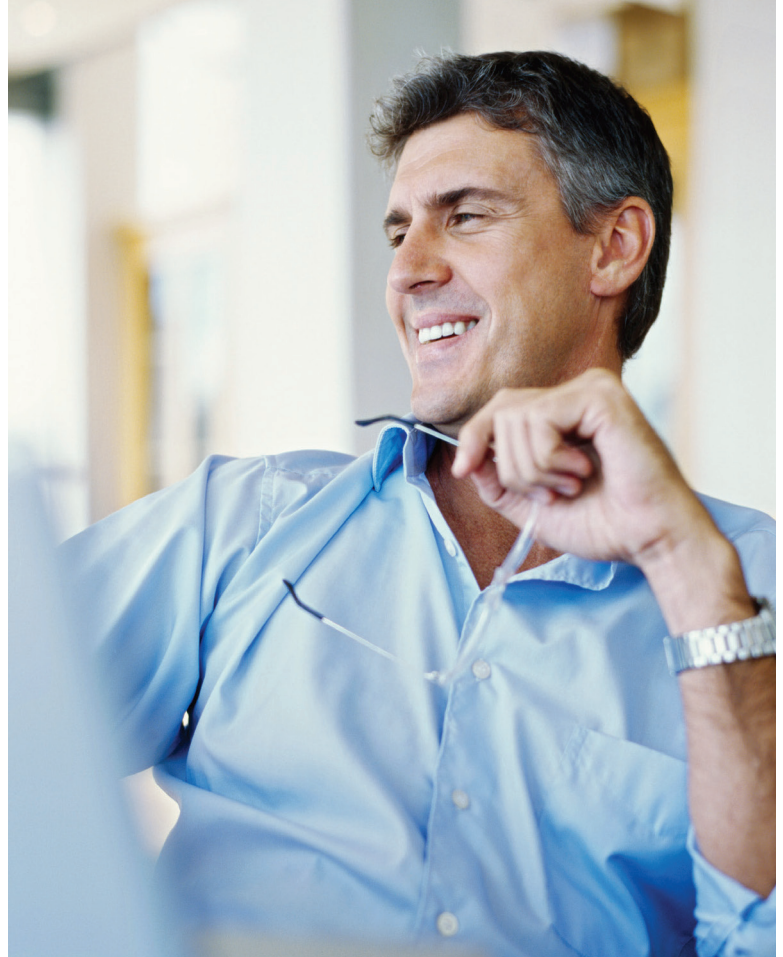
A doctor visit on your employees' terms

Health care can be challenging. Same day appointments can be hard to get, and seeking care after hours or on weekends can lead patients to urgent care or even the ER. Amwell makes it easy to find and consult with a doctor, so fewer people end up in the ER for minor complaints – and more people stay on the job during the workday.

Better Access

Supply meets demand

According to Amwell, there's a shortage of doctors, and it's growing – making it harder to get an in-person appointment and increasing wait times. Employers feel the pain in the form of increased absenteeism and presenteeism, and decreased productivity. Amwell is designed to eliminate all of this, with simple, convenient health care, available when and where patients need it.





Save Time

Employees get the care they need, right now

According to Amwell, 96% of employees that use Amwell save time addressing their health care concerns, and they save an average of 2-3 hours per consult. Half use Amwell during traditional business hours; the other half are roughly split between weekday evenings and mornings and weekends. Bottom line: day or night, employees save time away from work and family. No wonder satisfaction is so high.

Save Money

The cost of care. Nothing more.

It's no secret that health care, even for the most basic needs, can be very expensive. According to Amwell, primary care doctor visits can be pricey at \$105 or more. Urgent care is over \$228. And ER visits break the bank at \$1,630 and up. Amwell is designed to eliminate a lot of the cost by using the most affordable care settings: the workplace and home. It's a victory for your bottom line.

To learn more about telehealth through Amwell, please contact a member of your Blue Cross and Blue Shield of Nebraska sales or account service team.

Note: Telehealth is available in most states, but some states do not allow telehealth consults or telehealth prescriptions. For more information, visit: info.americanwell.com/where-can-i-see-a-doctor-online. Psychiatry services are not available in all states. American Well is an independent company that provides telehealth services for Blue Cross Blue Shield of Nebraska.



Telehealth Registration Quick Start Guide

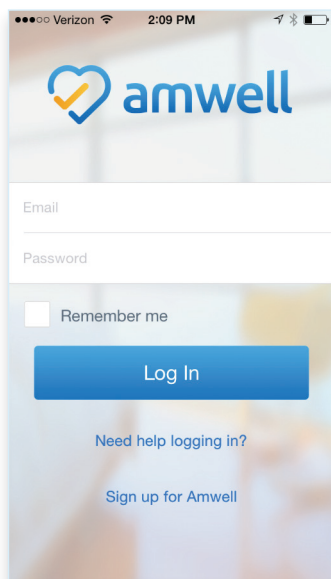


BlueCross BlueShield
Nebraska



Mobile Registration

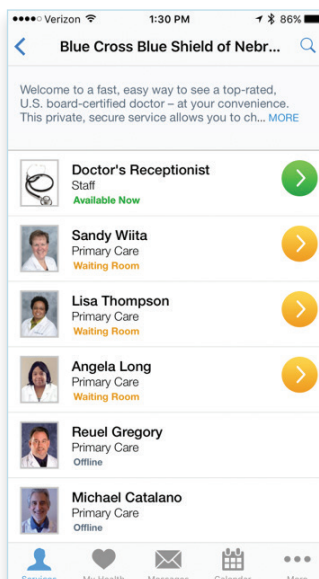
1.



Search the App Store or Google Play for “Amwell.”

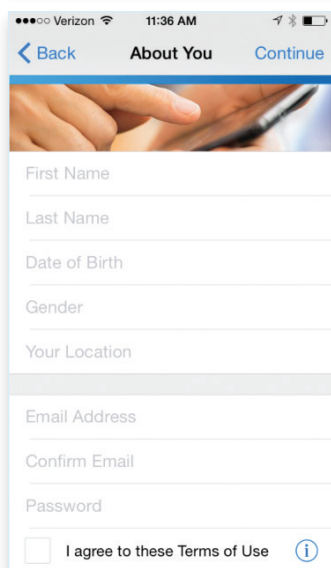
Download the **Amwell** app.

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.

2.



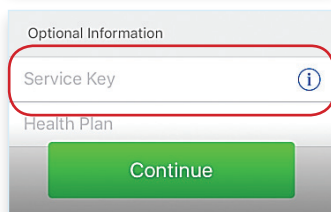
Click “**Sign Up for Amwell**” at the bottom of the screen. Fill out your personal information, your email, create a password, and enter **BCBSNE** for your Service Key under “optional information” **to get the Blue Cross and Blue Shield of Nebraska member rate.**

5.



Begin your visit!

3.



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.

Telehealth Registration Quick Start Guide



BlueCross BlueShield
Nebraska



Web Registration

1. To sign up for **Amwell**, visit:
www.nebraskablue.com/telehealth
2. Fill out your name, email, create a password and click the green "Sign Up" button.

See a Provider Now!

Amwell makes it easy for you to talk to doctors, immediately, from your home. Simply log on or call 1-844-SEE-DOCS (1-844-733-3627) to connect with board-certified doctors in your area.

Learn More >

First Name Last Name

Email

Confirm Email

Password

☐ I agree to these Terms of Use.

Sign Up

Already have an account? Log In

5. 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.

Welcome to a fast, easy way to see a top-rated, U.S. board-certified doctor – at your convenience. This private, secure service allows you to choose a physician, and the cost per visit is less than the cost of a doctor office visit.

Choose a Provider

Search by Name

My Services

Pardeep Shori
Family Physician
★★★★★
Start Visit

Andrea Gabel
Primary Care
★★★★★
1 Patient Waiting

Ingrid Antall
Primary Care
★★★★★
1 Patient Waiting

Minoti Parash
★★★★★

Anneka Long
★★★★★

Daniel Green
★★★★★

3. Fill out your location, birthday, and gender and click "Continue."

We need a few more details to create your profile.

New York

Date of Birth:

January 1 1980

☐ Male ☒ Female

Continue

6. You will connect with Enhanced Video and see the provider in high definition.

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."

Do you have health insurance?

☐ Yes
☐ No
☐ I'll enter it later

Service Key

If you received a key from your employer or another group, enter it here.

Service Key (optional)

Finish

Refresh Video Call Me Time Remaining: 9:00 End Visit

Chat Visit Notes

Your visit has begun
You are connected with Elie Hathaway, Internist.

Elie Hathaway
Good afternoon. How may I help you today?

Robert Peterson
Hi Dr. Hathaway, I have been having asthma attacks on a daily basis.

Elie Hathaway has just inserted a note into the "Provider Notes" section.

Elie Hathaway
For how long have you had the daily attacks?

Type your message ... Send