



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



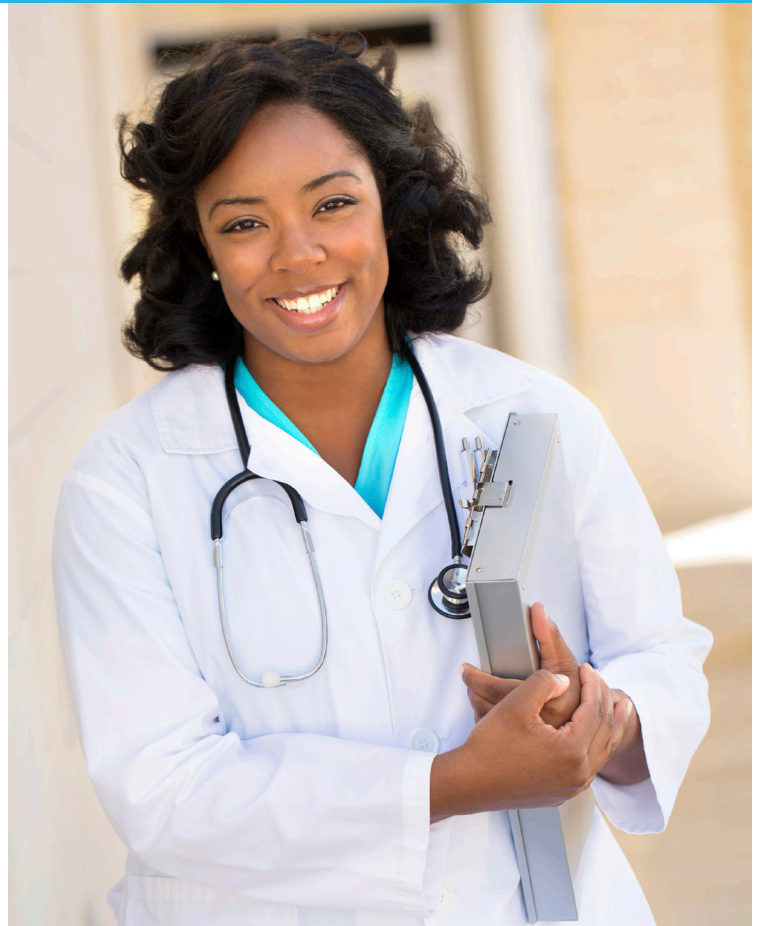
Board-Certified Doctors

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

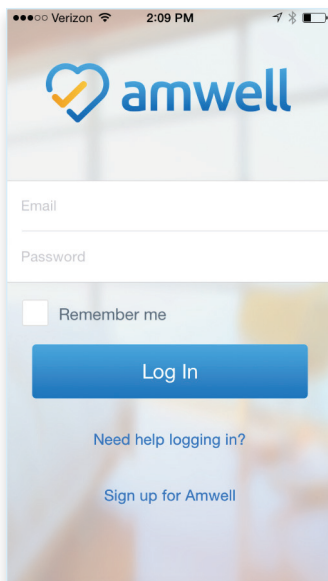
There are three easy ways to register:

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

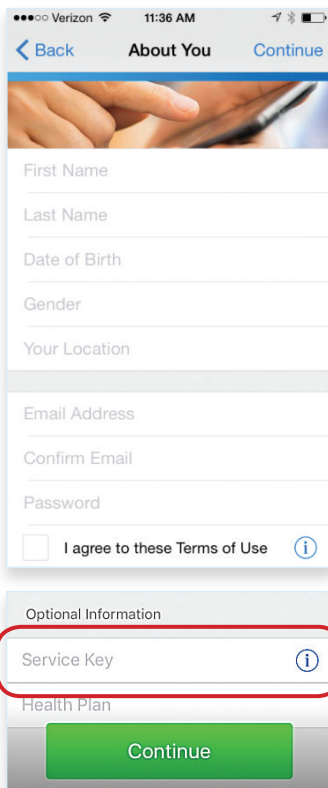
1.

The screenshot shows the Amwell app's login interface. At the top is the Amwell logo. Below it 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.

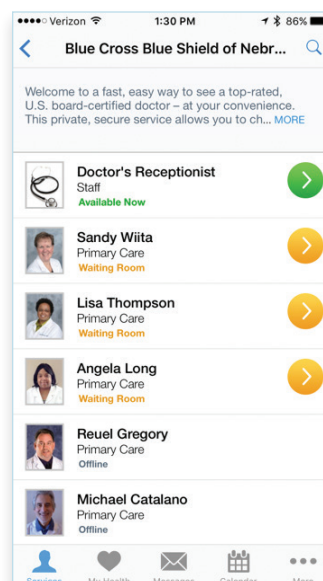
The screenshot shows the 'Sign Up' screen in the Amwell app. It has a 'Back' button, 'About You' title, and a 'Continue' button. The form includes fields for 'First Name', 'Last Name', 'Date of Birth', 'Gender', and 'Your Location'. Below these are fields for 'Email Address', 'Confirm Email', and 'Password'. There is a checkbox for 'I agree to these Terms of Use'. 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.

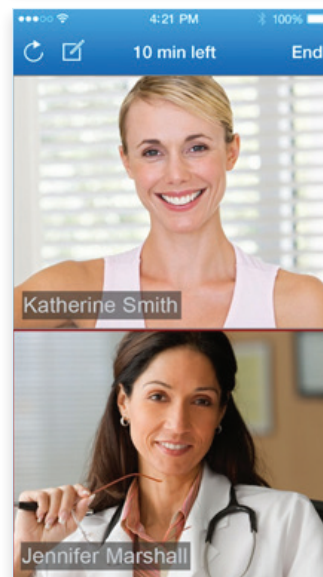
Select **Blue Cross Blue Shield of Nebraska** from the insurance drop down and enter your member ID number shown on the front of your Blue Cross and Blue Shield of Nebraska member ID card.

4.

The screenshot shows the home screen of the Blue Cross Blue Shield of Nebraska app. It has a search bar at the top. Below is a welcome message. A list of providers is shown, including a 'Doctor's Receptionist' (Available Now) and several primary care doctors (Sandy Wiita, Lisa Thompson, Angela Long, Reuel Gregory, Michael Catalano) who are currently in 'Waiting Room'. 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 screenshot shows a video visit interface. At the top, it says '10 min left' and has 'End' and 'Back' buttons. Below are two video feeds. The top feed shows a woman labeled 'Katherine Smith'. The bottom feed shows a woman labeled 'Jennifer Marshall' who is a healthcare provider wearing a stethoscope.

Begin your visit!

Quick Start Guide: Web Registration

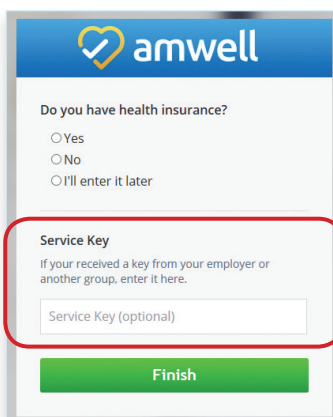
1. To sign up for **Amwell**, visit:
www.nebraskablue.com/telehealth
2. Fill out your name, email, create a password and click the green "Sign Up" button.

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 says "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." and a "Learn More >" link. On the right, there's a registration form with fields for "First Name", "Last Name", "Email", "Confirm Email", and "Password". Below these fields is a checkbox for "I agree to these Terms of Use." and a green "Sign Up" button. At the bottom, there's a link "Already have an account? Log In".

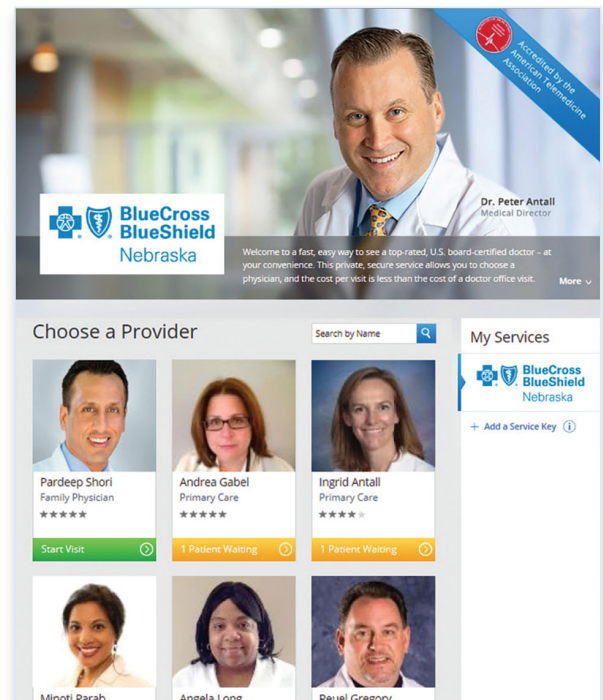
3. Fill out your location, birthday, and gender and click "Continue."

A screenshot of the Amwell registration page. It shows a form with the Amwell logo at the top. Below the logo, it says "We need a few more details to create your profile." There are three fields: "Location" with a dropdown menu showing "New York", "Date of Birth:" with a dropdown for "January" and a text box for "1" and "1980", and "Gender" with radio buttons for "Male" and "Female". At the bottom is a green "Continue" button.

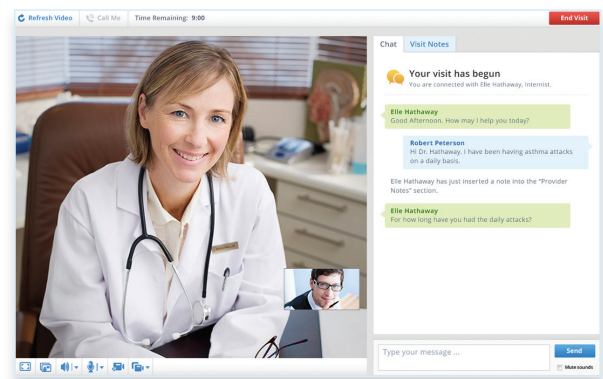
4. Select that you have health insurance. Pick **Blue Cross Blue Shield of Nebraska** from the insurance drop down and enter your member ID number from your Blue Cross and Blue Shield of Nebraska member ID card. Then, enter **BCBSNE** in the Service Key field to get the **Blue Cross and Blue Shield of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

A screenshot of the Amwell registration page. It shows a form with the Amwell logo at the top. Below the logo, it says "Do you have health insurance?" with three radio buttons: "Yes", "No", and "I'll enter it later". Below these is a section titled "Service Key" with a text box for "Service Key (optional)". At the bottom is a green "Finish" button.

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 Blue Cross Blue Shield of Nebraska provider selection page. At the top, there's a banner for "Dr. Peter Antall, Medical Director" with the Blue Cross Blue Shield of Nebraska logo. Below the banner, there's a "Choose a Provider" section with a search bar and a grid of provider profiles. Each profile includes a photo, name, title, and a "Start Visit" button. To the right of the provider grid is 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 Enhanced Video chat interface. On the left, there's a video feed of a doctor. On the right, there's a chat window with a "Visit Notes" section. The chat window shows a message from "Elle Hathaway" and a response from "Robert Peterson". At the bottom of the chat window is a text input field for "Type your message..." and a "Send" button.