

HEALTH PLAN COMPARISON - HOUSE CALLS, TELEMEDICINE & OTHER ALTERNATIVE HEALTH CARE DELIVERY METHODS

	Aetna	Anthem Blue Cross	Blue Shield of California	CalCPA Health	CaliforniaChoice®	Chinese Community Health Plan	Cigna + Oscar	E.D.I.S.	Health Net	Kaiser Permanente*
Doctor House Calls available through Heal™ or another provider of this type of service?	HMO plans: No PPO plans: Yes	HMO plans: No PPO plans: Yes	As of 1/1/2020: TRIO HMO: Yes Access + HMO: No Local Access + HMO: No Full PPO/Tandem PPO: Yes	HMO plans: No PPO plans: No	HMO plans: Varies by Health Plan EPO plans: Varies by Health Plan PPO plans: Varies by Health Plan	HMO plans: No	EPO plans: Yes Doctor On Call™ hioscar.com/ doctor-on-call/la	HMO plans: Dependent on carrier PPO plans: Dependent on carrier	HMO plans: Urgent care only PPO plans: Yes	HMO plans: N/A PPO plans: N/A
For more Information:	heal.com 844-644-4325 Download the Heal app. Available for Android™ and iPhone® mobile devices.	844.644.4325 (HEAL) or heal.com			Contact CaliforniaChoice customer service 800-558-8003				844-644-4325 (HEAL) or heal.com/healthnet	
Nurse's Hotline available?	HMO plans: Yes PPO plans: Yes	HMO plans: Yes PPO plans: Yes	HMO plans: Yes PPO plans: Yes	HMO plans: Yes PPO plans: Yes	HMO plans: Varies by Health Plan EPO plans: Varies by Health Plan PPO plans: Varies by Health Plan	HMO plans: 1-888-243-8310	EPO plans: No, but each member is given access to their concierge team, which includes a nurse	HMO plans: Yes, for additional telemedicine fee PPO plans: Yes, for additional telemedicine fee	HMO plans: Yes PPO plans: Yes	HMO plans: Yes PPO plans: Yes
For more Information:	Informed Health Line 800-556-1555	Login at anthem.com/ca			Contact CaliforniaChoice customer service 800-558-8003				24 Hour Nurse Line 800-893-5597	24/7 Care Online via KP Member Services @ 800-464-4000
Facetime/Skype Access to Doctor?	HMO plans: Yes PPO plans: Yes	HMO plans: Yes PPO plans: Yes	HMO plans*: Yes PPO plans*: Yes	HMO plans: Yes PPO plans: Yes	HMO plans: Varies by Health Plan EPO plans: Varies by Health Plan PPO plans: Varies by Health Plan	Some medical groups and physicians may offer these services via their own Patient Online Portal (POP)	EPO plans: No	HMO plans: Dependent on carrier PPO plans: Dependent on carrier	HMO plans: Yes PPO plans: Yes	HMO plans: Yes PPO plans: Yes
For more Information:	Teladoc 855-835-2362 Teladoc.com/Aetna	Available through LiveHealth Online www.livehealthonline.com	*Based on availability of physician		CaliforniaChoice customer service 800-558-8003				Babylon 800-475-6168 https://www.babylonhealth.com/us	https://mydoctor.kaiserpermanente.org/nca/videovisit/#/
Email Access to Doctor?	HMO plans: N/A PPO plans: N/A (At the discretion of the provider.)	HMO plans: No PPO plans: No	HMO plans*: Yes PPO plans*: Yes	HMO plans: No PPO plans: No	HMO plans: Varies by Health Plan EPO plans: Varies by Health Plan PPO plans: Varies by Health Plan	Some medical groups and physicians may offer these services via their own Patient Online Portal (POP)	EPO plans: No, but text messaging available via Doctor On Call™ app	HMO plans: Yes, dependent on physician PPO plans: Yes, dependent on physician	HMO plans: At the discretion of the provider PPO plans: At the discretion of the provider	HMO plans: Yes PPO plans: Yes
For more Information:			*Based on availability of physician		Contact CaliforniaChoice customer service 800-558-8003					Kp.org
Any other alternative health care delivery service you offer?	HMO plans: No PPO plans: No	HMO plans: Yes PPO plans: Yes	HMO plans: Teladoc PPO plans: Teladoc	HMO plans: Yes PPO plans: Yes	HMO plans: Varies by Health Plan EPO plans: Varies by Health Plan PPO plans: Varies by Health Plan	HMO plans: N/A	EPO plans: No	HMO plans: N/A PPO plans: N/A	HMO plans: Yes; Babylon telehealth services and CVS Minute Clinics PPO plans: Yes; Babylon telehealth services and CVS Minute Clinics	HMO plans: Yes PPO plans: Yes
For more Information:	N/A	Members can visit with a doctor or therapist for urgent care and behavioral health support through LiveHealth Online via phone, webcam, computer www.livehealthonline.com or 844-784-8409 from 7 a.m. to 11 p.m.	N/A	Members can visit with a doctor or therapist for urgent care and behavioral health support through LiveHealth Online via phone, webcam, computer www.livehealthonline.com	Contact CaliforniaChoice customer service 800-558-8003	N/A	N/A	N/A	Babylon Health 800-475-6168 babylonhealth.com/us/hn MinuteClinic.minuteclinic.com	Phone appointments

* Please note Kaiser Permanente summary information is contained herein but Kaiser Permanente has not reviewed the information contained within this guide and Word & Brown therefore cannot guarantee its accuracy. Please contact your Word & Brown sales representative in the event of any discrepancies. The information provided in this guide is not intended to describe all of the benefits included in each plan, nor is it designed to serve as the "Evidence of Coverage" or "Certificate of Insurance." The KFHP Evidence of Coverage and the KPIC Certificate of Insurance contain a complete explanation of benefits, exclusions, and limitations.

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	MediExcel Health Plan	National General	Oscar	Sharp Health Plan	SIMNSA Health Plan	Sutter Health Plus	Total Benefit Solutions	UnitedHealthcare	Western Health Advantage
<p>Doctor House Calls available through Heal™ or another provider of this type of service?</p> <p>For more Information:</p>	<p><u>HMO plans:</u> Yes, HEAL is available for all HMO plans. This service is only available for urgent care</p> <p><u>PPO plans:</u> No</p>	<p><u>HMO plans:</u> Varies depending on plan option</p> <p><u>PPO plans:</u> Varies depending on plan option</p> <p>Teladoc available</p>	<p><u>EPO plans:</u> Yes</p> <p>Doctor On Call™ hioscar.com/doctor-on-call/la</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> N/A</p> <p>3 Tier POS pending DMHS approval 3/1/2021: * Tier 1 - Choice HMO Network * Tier 2 - Aetna's Open Choice PPO Network * Tier 3 - Out-of-Network</p> <p>Phone appointments available dependent on physician - contact Sharp directly</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> N/A</p>	No	<p>Yes, with Teladoc®, our telemedicine offering in the U.S., members have access to a national network of board-certified physicians who can treat a variety of health issues. Care is available 24/7/365 by web and phone.</p> <p>www.teladoc.com/aetna</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> Yes</p>	No
<p>Nurse's Hotline available?</p> <p>For more Information:</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> No</p> <p>MediExcel has a Doctor's hotline in lieu of a nurses hotline: 619-365-4346</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> No</p>	<p><u>EPO plans:</u> No, but each member is given access to their concierge team, which includes a nurse</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> N/A</p> <p>3 Tier POS pending DMHS approval 3/1/2021: * Tier 1 - Choice HMO Network * Tier 2 - Aetna's Open Choice PPO Network * Tier 3 - Out-of-Network</p> <p>Contact Sharp directly and they will transfer you to a nurse 800-359-2002</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> N/A</p>	Yes	<p>Yes, you may call 800-556-1555</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> Yes</p> <p>Call the phone number on the back of the ID card to talk to an experienced registered nurse 24/7</p>	Yes
<p>Facetime/Skype Access to Doctor?</p> <p>For more Information:</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> No</p>	<p><u>HMO plans:</u> Varies depending on plan option</p> <p><u>PPO plans:</u> Varies depending on plan option</p> <p>Teladoc available</p>	<p><u>EPO plans:</u> No</p>	<p>Varies depending on physician selected</p> <p>Please contact your Primary Care physician</p>	<p><u>HMO plans:</u> Telehealth with SIMNSA providers available as a COVID-19 contingency</p> <p><u>PPO plans:</u> N/A</p>	<p>Video Visits with advance practice clinicians are available through My Health Online. For more information visit https://www.sutterhealth.org/myhealthonline/video-visits.</p>	<p>We offer members online-video consultations with physicians through Teladoc. To arrange a consultation, members can call a toll-free number, visit the Teladoc website at www.teladoc.com/aetna or use Teladoc's mobile app www.teladoc.com/aetna</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> Yes</p> <p>Virtual Visits: www.uhc.com/virtualvisits</p>	<p>Yes. Physician virtual visits provided by medical group; urgent care virtual services are also available via Teladoc</p> <p>www.westernhealth.com/search-for-providers/virtual-visits/</p>
<p>Email Access to Doctor?</p> <p>For more Information:</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> No</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> No</p>	<p><u>EPO plans:</u> No, but text messaging available via Doctor On Call™ app</p>	<p>Varies, by physician selected</p> <p>Please contact your Primary Care physician</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> N/A</p>	<p>Yes, if members select a provider who participates in My Health Online.</p>	<p>No, we offer members phone and online-video consultations with physicians through Teladoc www.teladoc.com/aetna</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> No</p>	<p>Varies by medical group</p> <p>ChooseWHA.com/connect</p>
<p>Any other alternative health care delivery service you offer?</p> <p>For more Information:</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> No</p> <p>N/A</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> No</p> <p>N/A</p>	<p><u>EPO plans:</u> No</p> <p>N/A</p>	<p>We offer MinuteClinic through CVS</p> <p>N/A</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> N/A</p> <p>N/A</p>	No	N/A	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> No</p>	N/A