

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

	Aetna	Anthem Blue Cross	Blue Shield of California	CalCPA Health	Cigna	E.D.I.S.
<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> No</p> <p><u>PPO plans:</u> Yes</p> <p>heal.com 844-644-4325 Download the Heal app. Available for Android™ and iPhone® mobile devices.</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> Yes</p> <p>844.644.4325 (HEAL) or heal.com</p>	<p><u>HMO plans:</u> Yes, Heal will be available for Blue Shield Trio members.</p> <p>www.blueshieldca.com/heal</p> <p><u>PPO plans:</u> Yes</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> No</p>	<p>Contact your Word & Brown representative</p>	<p><u>HMO plans:</u> Dependent on carrier</p> <p><u>PPO plans:</u> Dependent on carrier</p>
<p>Nurse's Hotline available?</p> <p>For more Information:</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> Yes</p> <p>Informed Health Line 800-556-1555</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> Yes</p> <p>Login at anthem.com/ca</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> Yes</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> Yes</p>	<p>Yes—contact Cigna Customer Service using the number on the back of your ID Card.</p>	<p><u>HMO plans:</u> Yes, for additional telemedicine fee</p> <p><u>PPO plans:</u> Yes, for additional telemedicine fee</p>
<p>Facetime/Skype Access to Doctor?</p> <p>For more Information:</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> Yes</p> <p>Teladoc 855-935-2362 Teladoc.com/Aetna</p> <p>Please keep in mind some of our Joint Ventures i.e. (Banner) utilize a different facetime/skype provider 98.6 is used for Banner</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> Yes</p> <p>Available through LiveHealth Online</p> <p>www.livehealthonline.com</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> Yes</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> Yes</p>	<p>Yes—Cigna uses MDLive. To access MD Live go to MyCigna.com and request an appointment.</p>	<p><u>HMO plans:</u> Dependent on carrier</p> <p><u>PPO plans:</u> Dependent on carrier</p>
<p>Email Access to Doctor?</p> <p>For more Information:</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> Yes</p>	<p><u>HMO plans:</u> Based on PMG availability</p> <p><u>PPO plans:</u> No</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> Yes</p>	<p><u>HMO plans:</u> No</p> <p><u>PPO plans:</u> No</p>	<p>At the discretion of the provider.</p>	<p><u>HMO plans:</u> Yes, dependent on physician</p> <p><u>PPO plans:</u> Yes, dependent on physician</p>
<p>Any other alternative health care delivery service you offer?</p> <p>For more Information:</p>	<p><u>HMO plans:</u> Teladoc</p> <p><u>PPO plans:</u> Teladoc</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> Yes</p> <p>Members can visit with a doctor or therapist for urgent care and behavioral health support through LiveHealth Online via phone, webcam, computer</p> <p>www.livehealthonline.com</p>	<p><u>HMO plans:</u> Teladoc</p> <p><u>PPO plans:</u> Teladoc</p> <p>N/A</p>	<p><u>HMO plans:</u> Yes</p> <p><u>PPO plans:</u> Yes</p> <p>Members can visit with a doctor or therapist for urgent care and behavioral health support through LiveHealth Online via phone, webcam, computer</p> <p>www.livehealthonline.com</p>	<p><u>HMO plans:</u></p> <p><u>PPO plans:</u></p>	<p><u>HMO plans:</u> N/A</p> <p><u>PPO plans:</u> N/A</p> <p>N/A</p>

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	Health Net	MediExcel Health Plan	National General	Sharp Health Plan	Total Benefit Solutions	UnitedHealthcare	Western Health Advantage
<p>Doctor House Calls available through Heal™ or another provider of this type of service?</p> <p><i>HMO plans:</i> Urgent care only</p> <p><i>PPO plans:</i> Primary, Preventive, and Urgent Care</p> <p>Typically the same copay as a PCP office visit</p> <p>For more Information:</p> <p>844-644-4325 (HEAL) or https://heal.com/healthnet/</p>	<p><i>HMO plans:</i> Yes, HEAL is available for all HMO plans.</p> <p>This service is only available for urgent care</p> <p><i>PPO plans:</i> No</p>	<p><i>HMO plans:</i> Varies depending on plan option</p> <p><i>PPO plans:</i> Varies depending on plan option</p> <p>Teladoc available</p>	<p><i>HMO plans:</i> N/A</p> <p><i>PPO plans:</i> N/A</p> <p>Phone appointments may be available dependent on physician - contact Sharp directly</p>	<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><i>HMO plans:</i> No</p> <p><i>PPO plans:</i> Yes</p>	<p><i>HMO plans:</i> No</p> <p><i>PPO plans:</i> N/A</p>	
<p>Nurse's Hotline available?</p> <p><i>HMO plans:</i> Yes</p> <p><i>PPO plans:</i> Yes</p> <p>For more Information:</p> <p>Call Account Services 800-893-5597</p>	<p><i>HMO plans:</i> No</p> <p><i>PPO plans:</i> No</p> <p>MediExcel has a Doctor's hotline in lieu of a Nurse's hotline: 619-365-4346</p>	<p><i>HMO plans:</i> No</p> <p><i>PPO plans:</i> No</p>	<p><i>HMO plans:</i> N/A</p> <p><i>PPO plans:</i> N/A</p> <p>Telehealth is currently via the provider not via the health plan. Contact Sharp directly and they will transfer you to a nurse 858-499-2600</p>	<p>Yes, you may call 800-556-1555</p>	<p><i>HMO plans:</i> Yes</p> <p><i>PPO plans:</i> Yes</p> <p>Call the phone number on the back of the ID card to talk to an experienced registered nurse 24/7</p>	<p><i>HMO plans:</i> Yes</p> <p><i>PPO plans:</i> N/A</p> <p>877-793-3655</p>	
<p>Facetime/Skype Access to Doctor?</p> <p><i>HMO plans:</i> Some medical groups and physicians may offer these services via their own Patient Online Portal (POP).</p> <p><i>PPO plans:</i> Some medical groups and physicians may offer these services via their own Patient Online Portal (POP).</p> <p>Babylon: 1-800-475-6168 https://www.babylonhealth.com/us</p> <p>For more Information:</p>	<p><i>HMO plans:</i> No</p> <p><i>PPO plans:</i> No</p>	<p><i>HMO plans:</i> Varies depending on plan option</p> <p><i>PPO plans:</i> Varies depending on plan option</p> <p>Teladoc available</p>	<p><i>HMO plans:</i> Yes</p> <p><i>PPO plans:</i> N/A</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><i>HMO plans:</i> Yes</p> <p><i>PPO plans:</i> Yes</p> <p>Virtual Visits: www.uhc.com/virtualvisits</p>	<p><i>HMO plans:</i> Yes. Physician virtual visits provided by medical group; urgent care virtual services are also available via Teladoc</p> <p><i>PPO plans:</i> N/A</p> <p>www.westernhealth.com/searchfor-providers/virtual-visits/</p>	
<p>Email Access to Doctor?</p> <p><i>HMO plans:</i> At the discretion of the provider. Some medical groups and physicians may offer these services via their own Patient Online Portal (POP).</p> <p><i>PPO plans:</i> At the discretion of the provider. Some medical groups and physicians may offer these services via their own Patient Online Portal (POP).</p> <p>For more Information:</p>	<p><i>HMO plans:</i> No</p> <p><i>PPO plans:</i> No</p>	<p><i>HMO plans:</i> No</p> <p><i>PPO plans:</i> No</p>	<p><i>HMO plans:</i> Yes</p> <p><i>PPO plans:</i> N/A</p> <p>Follow My Health service</p>	<p>No, we offer members phone and online-video consultations with physicians through Teladoc.</p> <p>www.teladoc.com/aetna</p>	<p><i>HMO plans:</i> No</p> <p><i>PPO plans:</i> No</p>	<p><i>HMO plans:</i> Varies by medical group</p> <p><i>PPO plans:</i> N/A</p> <p>ChooseWHA.com/connect</p>	
<p>Any other alternative health care delivery service you offer?</p> <p><i>HMO plans:</i> Yes. CVS MinuteClinic included in all HMO plans.</p> <p><i>PPO plans:</i> Yes. CVS MinuteClinic included in PPO plans.</p> <p>Health Coaching Program Wellness Online available with all plans.</p> <p>Health Coaching Program Log in to www.healthnet.com and visit our Wellness Center. Wellness Online</p> <p>1. Register</p> <p>2. Gather information for your Health Risk Questionnaire (HRQ) Log into your account</p> <p>For more Information:</p> <p>N/A</p>	<p><i>HMO plans:</i> No</p> <p><i>PPO plans:</i> No</p>	<p><i>HMO plans:</i> No</p> <p><i>PPO plans:</i> No</p>	<p><i>HMO plans:</i> No</p> <p><i>PPO plans:</i> N/A</p>	<p>N/A</p>	<p><i>HMO plans:</i> No</p> <p><i>PPO plans:</i> No</p>	<p><i>HMO plans:</i> N/A</p> <p><i>PPO plans:</i> N/A</p>	