

Telehealth services offer a way to visit with health care providers using your phone, computer, tablet or mobile device, helping you connect with providers in the safety and comfort of your home. These services allow for faster support and help reduce exposure to COVID-19. The information below is being provided to help clients gain access to these services.

Carrier	Guideline
Aetna	Through June 4, 2020, Aetna will offer members Teladoc health visits at no cost. Visit teladoc.com/aetna to setup your account or schedule an appointment. Already setup? Call 1-800-835-2362. The Teladoc mobile app is also available for download.
Anthem	LiveHealth Online is available to members at no extra cost through June 14, 2020. Download the Sydney Care mobile app to connect with a doctor through LiveHealth Online. You can also do this by logging in at anthem.com/ca .
Blue Shield of California	Blue Shield is waiving copays and coinsurance for Teladoc health visits through May 31, 2020. Trio HMO and Tandem PPO members already get Teladoc health visits for \$0. Visit teladoc.com/bsc to setup your account or login. Already setup? Call 1-800-835-2362. The Teladoc mobile app is also available for download.
CalCPA Health	LiveHealth Online is available to members at no extra cost through June 14, 2020. Members can sign up for or log into LiveHealth Online at livehealthonline.com or by downloading the LiveHealth Online mobile app. Already signed up? Call 1-888-548-3432.
CaliforniaChoice	See Carrier Specific Information
Cigna	Cigna offers virtual care through both Amwell (1-855-667-9722) and MDLIVE (1-888-726-3171). Members who access telehealth services for a COVID-19 test-related screening will be covered at no cost through May 31, 2020. Download the myCigna app or access the Cigna Telehealth Connection by visiting mycigna.com .
Covered California for Small Business	See Carrier Specific Information
Health Net	Health Net offers members Teladoc health visits. Go to teladoc.com/hn to setup your account or login. Already setup? Call 1-800-835-2362. The Teladoc mobile app is also available for download.
Kaiser Permanente	Kaiser is offering members phone and video visits at no cost when related to COVID-19. Northern CA members can call 1-866-454-8855 to make an appointment. Southern CA members can call 1-833-574-2273. Some appointments can be scheduled online at kp.org/getcare or through the Kaiser Permanente mobile app.
MediExcel Health Plan	The MediExcel Call the Doctor Line offers a link to your doctor's office from 8:00 AM to 8:00 PM, Monday through Saturday. From California call (619) 365-4346 option 5. From Tijuana call (664) 633-8555 option 5.
Oscar	Oscar is waiving cost-sharing for all in-network telemedicine visits not limited to COVID-19 diagnosis or treatment. If you have questions, check in with your Oscar Concierge Team through your web or mobile account, or call them at 855-672-2755.
Sharp	Sharp has reduced the cost-sharing to \$0 for all medically necessary screening and testing for COVID-19 which includes phone and video visits. Sharp members can get information at https://www.sharphealthplan.com/members/get-care/video-and-phone-visits
Sutter Health Plus	Sutter Health Plus offers members video visits. Call 1-800-972-5547 or login at mho.sutterhealth.org to schedule a video visit.
UnitedHealthcare	UHC is waiving all copays for visits with in-network Virtual Visit providers for 90 days. UHC contracts with Teladoc, AmWell and Dr on Demand for virtual visit services. To access Virtual Visits, you must first be registered at myuhc.com . Once registered, go to uhc.com/virtualvisits or download the UnitedHealthcare app to get started. UHC offers members of All Savers fully insured employers access to HealthiestYou until at least April 30, 2020.
Western Health Advantage	Virtual Visits are available to WHA members. Please visit westernhealth.com/coronavirus to learn how WHA is handling COVID-19 and click on Virtual Visits to learn about the telehealth services available through WHA's provider partners.

Data provided here is for informational purposes only.

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