

Telehealth Information for Members

It is important to see your doctor for a yearly health exam, have regular follow-up visits to manage your health conditions, as well as seeing your doctor quickly if you are not feeling well. If you are due for a yearly doctor's visit or have a health concern, you may be able to get medical care with your doctor without needing to leave your home using Telehealth.

What is telehealth?

Telehealth uses telephones, tablets, and personal computers to complete doctor's visits without physically going in to your doctor's office. According to the American Telemedicine Association (ATA), millions of patients use telehealth to stay healthy and out of hospitals and emergency rooms.

What types of health conditions can use telehealth?

Telehealth visits can be done on a variety of non-emergency health conditions. These include, but are not limited to:

- **Yearly wellness visits.** Your doctor can ask you questions to take an overall look at your health status and address health care needs.
- **Monitoring chronic health issues and follow-ups.** Your doctor can track chronic health issues such as high blood pressure and diabetes. They can also complete a follow-up visit after a hospital stay.
- **Non-emergency medical care and general consultation.** Examples include, but not limited to flu symptoms, cough or cold, skin conditions, gastrointestinal issues, urinary issues.
- **Prescription refills.** Your doctor can review your condition and refill your prescription if needed.

What are the benefits of using telehealth?

- **Less exposure to illness.** Your doctor takes great care to keep patients from passing illness to each other. A telehealth visit will eliminate the chances that you will catch something from another patient.
- **No need to take time off work.** You can schedule your visit during a break, or before or after work. You can do the visit from anywhere that you feel offers you enough privacy. There is no need to waste your precious time off.
- **No need to wait in the clinic waiting room for your doctor's appointment.** Your doctor will call you or you may have to call your doctor and wait for them to join the call at the

time of your appointment. You can wait for your appointment to start in the comfort of your home instead of the doctor's waiting room.

- **Eliminate child or elder care issues.** If you take care of children or older adults, finding someone to fill in can be a challenge. Telemedicine lets you see your doctor while taking care of your family responsibilities.
- **Improved health outcomes.** When you see your doctor as often as you need to, you put yourself on the path to better health.

How to make a telehealth appointment:

- If you are unsure if your health insurance coverage pays for telehealth, or need help with scheduling an appointment, contact the Blue Cross Community Health Plans Member Services. We can be reached at **1-877-860-2837**. TTY/TDD users, please call **711**. We are available 24 hours a day, seven (7) days a week. The call is free.
- Call your doctor to schedule your visit and ask if they can provide a telehealth visit for your specific health needs.
- Each doctor has different ways of providing telehealth services. Ask your doctor about their telehealth procedures, what you can expect during the telehealth visit, and the tools that you may need.

Now that you have a telehealth visit set-up, here are some ways to get the most out of your telehealth visit:

Making lists and notes before your visit can help you remember everything you need to say. Some symptoms or questions may be hard to talk about or bring up. Write down some keywords you can use to get started. Notes can help you make the best use of your time. Your notes should include:

- **A list of symptoms.** When did your health concern start? Where does it hurt? How badly does it hurt? Does it get better or worse with activity? Does rest help? Does what you eat make a difference?
- **Your list of questions.** Some questions you know ahead of time. Some questions pop up as you talk with your doctor. Notes help make room for both.
- **Your health history.** This could include past illnesses, injuries, diseases, allergies or anything that has affected your health. Be sure to bring up your family's health history.
- **Your list of current medications.** Write down the medicine name, the dose, and the times of day that you take this medication.

If possible, record your heart rate, blood pressure, temperature, and weight within the last 24 hours of your appointment day. You can also take pictures of your area of concern in case your

doctor would need to see it. Your doctor will give you instructions on how to safely send this information to them.

Before your telehealth visit ends, ask your doctor to help you schedule any follow-up appointments needed.

Resources:

- [Telemedicine: The Modern-Day House Call](#)
- [Tips for a Successful Telehealth Visit](#)
- [Getting to Know Your Doctor](#)

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To ask for supportive aids and services, or materials in other formats and languages for free, please call,
1-877-860-2837 TTY/TDD:711.

Blue Cross and Blue Shield of Illinois complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross and Blue Shield of Illinois does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Illinois:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of Illinois has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, Civilrightscoordinator@hsc.net. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-877-860-2837 (TTY/TDD: 711)**.

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-860-2837 (TTY/TDD: 711)**.

繁體中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-877-860-2837 (TTY/TDD: 711)**。

Tagalog (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-877-860-2837 (TTY/TDD: 711)**.

Français (French): ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-877-860-2837 (ATS : 711)**.

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-860-2837 (TTY/TDD: 711)**.

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-877-860-2837 (TTY/TDD: 711)**.

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-877-860-2837 (TTY/TDD: 711)**번으로 전화해 주십시오.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-877-860-2837 (телетайп: 711)**.

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-778-068-7382 (رقم هاتف الصم والبكم: 117).

हिंदी (Hindi): ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-877-860-2837 (TTY/TDD: 711)** पर कॉल करें।

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-877-860-2837 (TTY/TDD: 711)**.

ગુજરાતી (Gujarati): સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-877-860-2837 (TTY/TDD: 711)**.

اُردُو (Urdu): کریں کال - ہیں دستیاب میں مفت خدمات کی مدد کی زبان کو آپ تو، ہیں بولتے اردو آپ اگر: خبردار **1-877-860-2837 (TTY/TDD: 711)**.

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-877-860-2837 (TTY/TDD: 711)**.

ἑλληνικά (Greek): ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-877-860-2837 (TTY/TDD: 711)**.