

STOCKBRIDGE VALLEY

CENTRAL SCHOOL DISTRICT

"WE EMPOWER STUDENTS THROUGH EDUCATION"

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March 10, 2020

To: Employees and retirees enrolled in the Stockbridge Valley C. S. health plan (medical and prescription drug benefits)

From: Beth S. Lamb, Business Administrator

Date: March 10, 2020

RE: TeleMedicine Benefit Reminder

As you are aware, public health authorities have requested that all citizens take extra precaution to minimize the spread of communicable diseases, including influenza and the coronavirus. As part of that effort, the medical community is asking for assistance to ensure that health resources are utilized efficiently. One way that we may be able to help with some of the burden on physician offices, emergency rooms, and urgent care facilities is through the use of TeleMedicine.

TeleMedicine was made available to all individuals enrolled in the health plan through Stockbridge Valley C. S. in July 2018. This benefit covers online internet consultations with providers who participate in Excellus' TeleMedicine program for minor medical conditions. The 2020 in-network copay for a TeleMedicine visit is \$10. Please see the attached documentation for details on how to register for and access this benefit, if you have not done so already.

Participation in this benefit is voluntary. If you have a minor medical condition that may be appropriately treated via TeleMedicine and choose to utilize the service, please know that you are helping to reduce wait times and overcrowding at traditional providers' facilities so that attention can be focused on those who are most vulnerable at this time.

Please contact myself or Kelly if you have questions. Thank you.

THE DOCTOR WILL SEE YOU NOW. WHEREVER. WHENEVER.

Telemedicine gives you fast access to medical care 24/7/365, from the comfort of your home, desk or hotel room. Through Excellus's partnership with MDLIVE, you'll receive the same quality of care you receive from your own doctor, but more conveniently via your phone, tablet or computer.

When to use telemedicine?

- Instead of going to urgent care or the emergency room for minor and non-life threatening conditions
- Whenever your primary care doctor is not available
- If you live in a rural area and don't have access to nearby care
- When you're traveling for work or on vacation

Don't wait until you need it. Here are some easy ways to activate telemedicine today.

WEB: Register/Log in at ExcellusBCBS.com/Member

APP: Download the MDLIVE app

TEXT: Text EXCELLUS to 635483

VOICE: Call 1-866-692-5045

You Tube Tutorials:

<https://www.youtube.com/watch?v=MLkef1-yikE>

<https://www.youtube.com/watch?v=mDxgfFAca98&feature=youtu.be>

Telemedicine is covered at \$10 copay.



Don't wait until you're sick - ACTIVATE your telemedicine account.

What is telemedicine?

24/7/365 on-demand access to U.S. board certified doctors and pediatricians—anytime, anywhere.

Doctors can:

- ▶ Diagnose your symptoms
- ▶ Prescribe medication* (when appropriate)
- ▶ Send the prescription to your nearest pharmacy

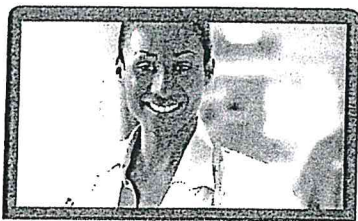
Common conditions treated?

General Health

Allergies
Asthma
Bronchitis
Joint Aches
Respiratory Infections
Sinus Infections
...and more!

Pediatric Care**

Cold & Flu
Constipation
Ear Aches
Nausea
Pink Eye
...and more!



ExcellusBCBS.com/Telemedicine
1-866-692-5045

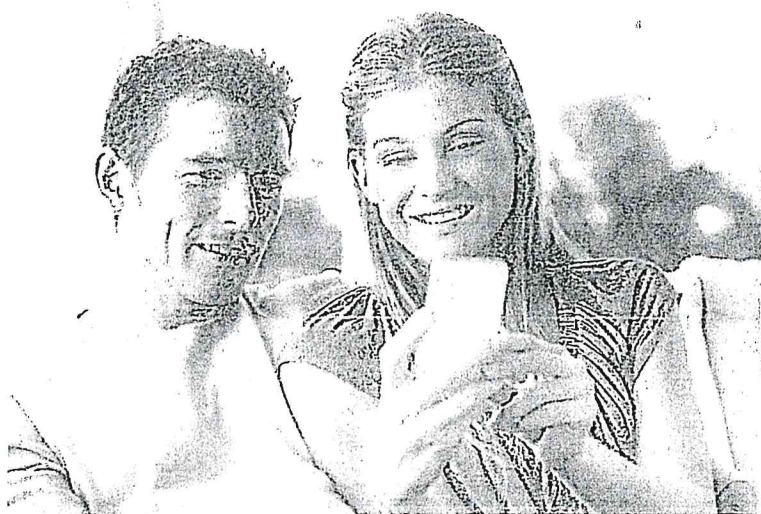
Excellus  

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MDLIVE

*MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs, which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services. For complete terms of use visit mdlive.com/pages/terms.html

**Parents or legal guardians must be present on each call for children under age 18

Disclaimer: MDLIVE does not replace the primary care physician. MDLIVE is not an insurance product. MDLIVE operates subject to state regulation and may not be available in certain states. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs, which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services. MDLIVE phone consultations are available 24/7/365, while video consultations are available during the hours of 7 am to 9 pm ET 7 days a week or by scheduled availability. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use visit www.mdlive.com/pages/terms.html 010112. MDLIVE is an independent company, offering telehealth services in the Excellus BlueCross BlueShield service area. Excellus BlueCross BlueShield is a nonprofit independent licensee of the Blue Cross Blue Shield Association.



Telemedicine...
On-demand access to
affordable, quality health
care - Anytime, Anywhere.

Why wait for the care you need now? Excellus BlueCross BlueShield (BCBS) via our partner, MDLIVE, now offer another alternative to receive care. Visit with a U.S. board certified doctor right from your home, office or on the go for non-emergency medical conditions.

When to use Telemedicine

- › 24/7/365
- › If your primary care doctor is not available
- › Instead of going to the Emergency Room or an urgent care center (for a non-emergency issue)
- › If traveling and in need of medical care

Common conditions treated

- | | | |
|------------------|--------------------|------------------------|
| › Allergies | › Infections | Pediatric Care* |
| › Asthma | › Insect Bites | › Cold & Flu |
| › Bronchitis | › Joint Aches | › Constipation |
| › Cold & Flu | › Rashes | › Ear Infections |
| › Diarrhea | › Sinus Infections | › Nausea |
| › Ear Infections | › Skin Infections | › Pink Eye |
| › Fever | › Sore Throat | › And More! |
| › Headache | › And More! | |

About the doctors

- › On average, doctors have 15 years of experience practicing medicine and are licensed in New York state
- › Specialties include primary care, pediatrics, emergency and family medicine
- › You may even see your own doctor in the roster

Cost of a Telemedicine visit for insured Madison-Oneida-Herkimer health insurance consortium members and dependents:

- › Once you've registered: Your visit is \$10

Your doctor-office visits...	The Telemedicine member costs...
Covered with a copay	\$10

You can register online at
ExcellusBCBS.com/Telemedicine
1-866-692-5045

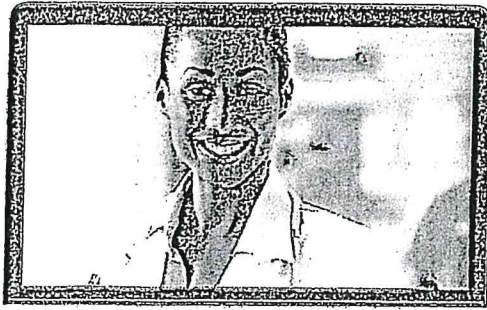
- › Our telemedicine service partner, MDLIVE, will be aware of your eligibility and benefit when you contact them.
- › The cost of Telemedicine visit is as specified above.
 - If you do not provide your Excellus BCBS Member Number, or if MDLIVE is unable to verify your coverage, you will be charged \$59.00.



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MDLIVE

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Here's what you need to register for Telemedicine

When you register, you'll be asked for:

- › your name
- › date of birth
- › address
- › phone number(s)
- › Excellus BCBS Member Number
(found on your Excellus BCBS Member Card)
- › a unique username and password
- › the answer to a security question of your choice

You'll also need the name, address, fax number and phone number of your primary care provider and/or pediatrician.



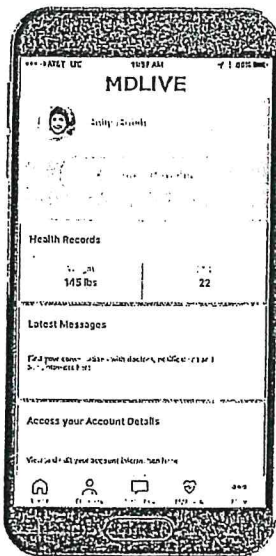
You can register online at
**ExcellusBCBS.com/
Telemedicine**

If registering on-line,
e-mail confirmation is required.



or call
1-866-692-5045

You should register other members
of your family who are covered under
your Excellus BCBS plan.



Download the MDLIVE App



Doctor visits are easier and more convenient with the MDLIVE App. Be prepared. Download today.



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