

## Telehealth Services & Virtual Provider Visits

<https://www.cpg.org/redirects/health-alert/resources/>

**Telehealth platforms for Active Members<sup>2</sup>** – You can access a medical professional through *telehealth platforms* offered by Anthem, Cigna, or Kaiser using your computer or mobile device. You will need high-speed internet access, a webcam or built-in camera, and audio capability. Please remember your personal healthcare provider may not participate on the vendor's telehealth platform. In response to the COVID-19 pandemic, effective March 1, 2020, all services received via vendor telehealth platforms are available to you with no deductible, copay, or coinsurance through December 31, 2020.

- **Anthem Blue Cross and Blue Shield** – Access [LiveHealthOnline.com](https://www.livehealthonline.com) or download the mobile apps LiveHealth Online in the App Store® or Google Play™.
- **Cigna** – Access [AmWellforCigna.com](https://www.amwellforcigna.com) or [MDLiveforCigna.com](https://www.mdliveforcigna.com) on your computer, or download the mobile apps AmWell or MDLIVE by searching in the App Store® or Google Play™.
- **Kaiser Permanente** – Access Kaiser's telehealth platform services by calling the number on the back of your ID card.

**Virtual healthcare visits for Active Members** – A virtual visit is an appointment with your personal healthcare provider carried out through an electronic medium of your provider's choice (e.g., Zoom, Skype, telephonic) but that is not offered through a vendor's telehealth platform. Effective March 1, 2020, the Medical Trust is allowing claims for virtual healthcare visits with network and out-of-network providers that do not use a telehealth platform offered by Anthem or Cigna. Virtual healthcare visits that do not occur on the Anthem or Cigna telehealth platform will be covered at standard levels of benefits and member cost shares. This is an exception for medical and behavioral health services rendered through December 31, 2020. Virtual visits are not available to Kaiser members. Kaiser members must use the telehealth platform for telehealth services.

**Telehealth platforms and virtual healthcare visits for Retirees** – Medical Trust retirees on a UnitedHealthcare (UHC) Medicare Supplement Plan can contact:

- **Medicare:** (800) 633-4227
- **UHC's 24/7 NurseLine:** (866) 229-2919
- **Health Advocate:** (866) 695-8622

For more information regarding Medicare benefits (e.g., virtual visits) and additional Medicare information, go to [Medicare-coronavirus](https://www.medicare.gov/coronavirus).

**Cigna Employee Assistance Program (EAP)** is available to active members and retirees of The Episcopal Church Medical Trust (Medical Trust) plans, as well as members of their household. EAP offers an array of services designed to assist individuals with work, life, and family issues, including support for coping with stress or assistance in identifying care for children/parents. The plan covers unlimited telephone consultations and up to 10 face-to-face counseling sessions per issue at no member cost. EAP is confidential and available 24/7 at (866) 395-7794.

**If you are not an eligible employee enrolled in Cigna EAP**, but need access to their services for COVID-19 related reasons, you may call the pre-member information line at 1-800-926-2273 to request assistance. Please note: you will need to state you are a part of the Episcopal Church Medical Trust EAP Extended Benefit Program calling for assistance regarding a COVID-19 matter.