

Vendor	FaceTime, Hangouts, Zoom, Facebook Messenger, Duo, Sky	Careconvene	Doxy Me	Mend	MDLive	AmericanWell
Address		careconvene.com	doxy.me	mendfamily.com	mdlive.com	amwell.com
Browser based	Yes	Yes	Yes	Yes	Yes	Yes
Mobile app	Yes	Yes	Yes	Yes	Yes	Yes
HIPAA compliant	No	Yes	Yes	Yes	Yes	Yes
Free tier or Free trial	Yes		Yes (Basic)			
Price	Free	\$6/e-visit	Pro: \$35/mo; Clinic: \$50/mo	\$69/mo per provider	\$30/mo plus \$3/e-visit	Contact for pricing
Easy Onboarding	Yes	Yes	Yes	?	Yes	Yes
Easy Deployment	Yes	Yes	Yes	?	No	Yes
Support	Online Search	Phone, Email, TPA	Chat	Phone, Email, Chat	Phone, Email, TPA	Phone, Email, Ascension
Comments	Free platforms that are available right now and approved for use (at least until April 30)	Local vendor with established relationship with TPA and BCBSM	Easy/Free to use for unlimited message, voice, and video communications	SMS appointment reminders, online forms, and patient self-scheduling	Tested with 4 practices, developed documentation	Ascension developed workflow/onboarding, integrated workflow with Athena



For one-on-one consultation about telehealth selection and deployment, please email telehealth@thephysicianalliance.org and a member of The Physician Alliance team will schedule a virtual meeting. Content based on available information, 3/27/2020.