

Determining a member's telehealth benefits

For Blue Cross' PPO (commercial), Medicare Plus BlueSM PPO,
BCN HMOSM (commercial) and BCN AdvantageSM members

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Telehealth is an umbrella term that includes telemedicine, telephone and online visits which can be beneficial in reducing the need for in-person medical care.

To determine if your patient has telemedicine (provided by network providers) or Blue Cross Online VisitsSM access (conducted by Amwell), consult the following chart:

Line of Business	Telemedicine access (provided by network providers)	Blue Cross Online Visits access
Blue Cross PPO group coverage	All members have coverage.	All members from fully insured groups have coverage. Self-funded groups can choose to buy a rider to add coverage. If web-DENIS indicates "online", coverage exists. Some groups purchase medical, but not behavioral health coverage. For an example, see the <i>Finding a member's benefits for Blue Cross Online VisitsSM</i> document.
BCN commercial HMO group coverage	All members have coverage.	All members from fully insured groups have coverage. Self-funded groups can choose to buy a rider to add coverage. If web-DENIS indicates "online", coverage exists. For an example, see the <i>Finding a member's benefits for Blue Cross Online VisitsSM</i> document.
Medicare Plus Blue PPO	All members have coverage.	All members have coverage.
BCN Advantage HMO (group and individual)	All members have coverage.	All members have coverage.
Medicare Supplemental plans	All members have coverage for codes covered by Medicare.	All members have coverage through April 30, 2020.
Blue Cross PPO and BCN HMO individual coverage	All members have coverage.	All members have coverage.