

Primary and urgent care are available virtually!

We've reimagined our already-broad network with an expanded and integrated virtual care offering.

Employer benefits

With more options of high-quality virtual care providers, your employees no longer need to plan their life around provider access. Healthcare now fits into their lives—the way it should. With more options, shorter wait times, and access 24/7/365, virtual care provides your employees easy, accessible, cost-effective and high-quality care at a time and a place that is convenient for them.

Whether your employees are at the office, in the field, or working remotely at home, it is simple, private, and near-instant access to board-certified care.



Text-based care from a doctor, 24/7



Video and phone-based care from a doctor, 24/7

Our newest virtual providers are integrated into your health plan and provide:

- **Improved employee experience**—Your employees no longer need to wait days or weeks for care. They have near-instant access to board-certified physicians that treat the full spectrum of primary care illnesses 24/7—from the safety, convenience, and comfort of their homes.
- **Cost savings**—By connecting your employees to high-quality providers when it is most convenient for them, they see improved continuity of care. Healthcare issues are addressed fast and treatment options are surfaced within minutes, saving you both money.
- **Enhanced trust**—Premera brings you the most innovative and high-quality provider options for your employees. We've done the research for you.
- **Assurance during COVID-19**—The CDC is recommending⁵ video visits to reduce the risk of being exposed to the coronavirus. These virtual care options allow your employees to choose text or video visits when accessing care.

The average wait time to see a family medicine physician

29 days¹

TELEMEDICINE SAVES TIME

A survey found that the average telemedicine visit takes **13-15 minutes**² while an in-person visit takes about **2 hours**³

79%

of respondents perceived telemedicine as **more convenient in terms of scheduling**⁴

83%

felt that the **care was good or better than an in-person visit**⁴

¹Merritt Hawkins. "Survey of Physician Appointment Wait Times." 2017. merrithawkins.com/uploadedFiles/MerrittHawkins/Content/Pdf/mha2017waittimesurveyPDF.pdf

²American Well. "Telehealth Index: 2017 Consumer Survey." 2017. go.americanwell.com/rs/335-QLG-882/images/American_Well_Telehealth_Index_2017_Consumer_Survey.pdf

³Kristin N. Ray, MD, MS, et al. "Opportunity Costs of Ambulatory Medical Care in the United States." August 18, 2015. American Journal of Managed Care.

⁴American Journal of Managed Care, January 24, 2019

⁵Centers for Disease Control and Prevention. Telehealth and Telemedicine. cdc.gov/php/publications/topic/telehealth.html



BLUE CROSS

An Independent Licensee of the Blue Cross Blue Shield Association

Mental health care is now virtual

Premera Blue Cross has reimagined our already-broad network with an expanded and integrated virtual care offering, which significantly increases access to help for mental health.

Approximately 111 million U.S. adults live in an area without sufficient mental health care.¹ The average delay between the onset of mental illness symptoms and treatment is 11 years.² Those figures don't reflect the stigma that goes along with struggling from mental health issues. The lack of mental health providers, delays in obtaining help, and the social stigma combine to create a wide gap to traverse for your employees needing help.

Employer benefits

Premera is working to close the gap in mental health care. We've expanded in-network virtual care access for mental health. Now, additional options for near-instant access to mental health professionals—from the privacy and comfort of their homes—is available to all your employees.



Video and phone-based
mental health therapy

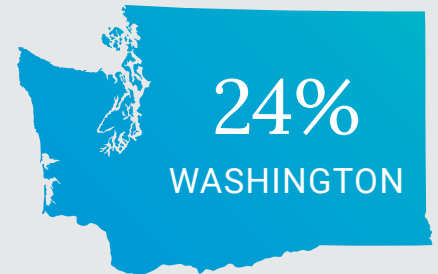


Video and phone based care
from a doctor, 24/7

Our virtual providers are integrated into your health plan and provide:

- **Improved employee experience**—Your employees no longer need to wait days or weeks for an appointment. Give them near-instant access to board-certified psychiatrists and therapists who offer specialized treatment, from initial evaluation to ongoing prescription management and talk therapy 24/7. Your employees can conveniently access all these services from the safety and comfort of their homes.
- **Cost savings**—We offer lower cost than in-person care, provide timely treatment to support condition management, and keep employees within network.
- **Quality**—We deliver the highest quality care providers and innovative provider options for your employees. High-quality care improves continuity of care and retention which is critical in mental health.

Contact your Premera representative for more information on how these solutions can meet the needs of your business.



Earlier this decade, Washington had the **third-highest rate in the nation of adults with a mental illness**, and the **second-highest rate for those whose illness interfered with major life activities**³

Depression and anxiety disorders cost the global economy

\$1 trillion
each year in lost productivity⁴

75%
of all lifetime mental illness begins by age 24⁵

¹U.S. Department of Health and Human Services website, 2020

²National Alliance on Mental Illness website, 2020

³The Seattle Times, projects.seattletimes.com/2019/public-crisis-private-toll-prologue/, Aug 2019

⁴nami.org/NAMI/media/NAMI-Media/Infographics/NAMI-Impact-Ripple-Effect-FINAL.pdf

⁵nami.org/NAMI/media/NAMI-Media/Infographics/NAMI-Warning-Signs-FINAL.pdf