

Team CoolSys --

In an age of COVID-19, telemedicine is becoming the preferred way to receive care for many employees. Here are answers to some of your common questions about CoolSys' telemedicine benefits.

What is telemedicine and how does it work?

Telemedicine, the virtual care platforms that allow health care professionals and patients to meet by phone, video chat or receive email consultation, is very important during this time of the COVID-19 pandemic. It allows you to stay at home while getting the medical advice you may need for common health concerns or mild COVID-19 symptoms.

Anthem Members

Anthem offers telemedicine through LiveHealth Online. You can talk face-to-face with a doctor through your mobile device or a computer with a webcam. When you need to see a doctor, simply go to livehealthonline.com or download the LiveHealth Online mobile app available in the App Store or on Google Play.

You'll Need to Set-up Your Account

1. My Account: Follow the prompts to enter your information. If your account information is auto-populated, double check it is correct including your home address
2. My Children: Enter your dependents information. Note - dependents 18 or older need to download and set-up the app themselves
3. My Insurance: Use the medical ID # located on your Anthem membership card and the app will tie to your Anthem Blue Cross Blue Shield Plan
4. Payment Information: Enter credit card information or HSA card information

How it Works

Seven different services are available through Anthem's LiveHealth Online and mobile app – Medical (English and Spanish), Medical for Kids, Allergy, Psychology, Psychiatry, Chat Therapy.

- Select the service that applies
- You'll be asked some questions about your medical history and symptoms. The questions are similar to those a health care provider would ask you during a regular office visit. Some COVID-19 specific questions are asked.
- Then you wait for a doctor to connect via phone or video chat. There is an option to get a phone call back, but video chat may ultimately be needed for the doctor to reach a diagnosis and prescribe medicine.

Cost

The cost for an online doctor visit with Anthem is just \$49. However, for COVID-19, your Anthem health plan covers these visits at no charge to you.

Kaiser Members

Kaiser provides many ways for you to receive telemedicine services. You can choose from an e-visit, a video visit, a phone appointment or 24/7 advice. The coverage was previously limited to simple conditions (rash, sore throat), and as a result of the COVID-19 pandemic, these services have been expanded to include more complex situations.

How it Works

- Kaiser members can call 800-823-4040, login at KP.org or download the mobile app, to schedule an appointment or request a call back.
- Video visits are typically scheduled for 24-48 hours in the future.
- With an E-visit, you'll receive treatment advice (or a recommendation to see a doctor) after answering a series of questions online. If a prescription is required, you'll receive a response in your kp.org inbox in about two hours. Certain E-visits may require you to upload a photo of your condition.
- You can also email your doctor directly and receive a response typically within 48 hours by selecting message center.

Cost

Kaiser offers telemedicine to members at no charge.

Important: If you think you or someone you care for is having a medical emergency, call 911 or go to the nearest hospital. Do not attempt to access emergency care through telemedicine.

We are here for you! For response to your benefit related questions, please email benefits@coolsys.com or call 855-676-6857 or log into the site at MyCoolSysBenefits.com.

Be well,

Beth Goldstein
Chief Human Resources Officer