24/7 online doctor visits

All MESSA plans will soon cover online doctor visits through Amwell for when you need convenient, affordable care for minor, nonemergency illnesses such as a cold, sinus infection, sprain or rash.

With 24/7 online health care, you will be able to use your mobile device to connect with a board-certified doctor through Amwell, a leading telehealth provider. The $49 Amwell visit will be a covered MESSA benefit and subject to your plan deductible and applicable office visit copayment. **Coverage for online visits begins July 1.**

It's for the whole family

Family members on your plan can also use 24/7 online health care. You can add children under 18 to your account; your spouse and adult children over 18 will need to create their own account(s).

When should I use an online doctor?

Visit with an online doctor for minor, non-emergency issues such as:

- Sinus and respiratory infections
- Colds, flu and seasonal allergies
- Urinary tract infections
- Vomiting
- Diarrhea
- Headache
- Strains and sprains
- Pinkeye
- Rashes
- Skin wounds

The doctor will consult with you as long as needed; most online health care sessions last about 10 minutes. The average wait time to see a doctor is three minutes.

If the Amwell doctor determines that an online visit isn't appropriate for your illness, he or she will advise you to seek more appropriate care.

To enroll:

Mobile: Download the Amwell app

Web: Go to **bcbsm.amwell.com**

Phone: 844.733.3627

- Use service key BCBSM
- Add your MESSA health plan information

If you have questions about your MESSA coverage, call the MESSA Member Service Center at 800.336.0013.

MESSA

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