Telehealth Options for CU Health Plan Members

As healthcare centers stretch to meet coronavirus-related service demands, CU Health Plan reminds members of available telehealth options

As coronavirus (COVID-19) outbreak developments continue to progress, members covered under a CU Health Plan may have questions about where to seek care. Many healthcare centers are experiencing extensive wait times or may be unable to book appointments for several weeks due to the high demand for care. Other healthcare facilities may be enforcing access restrictions on their premises in an effort to prevent exposure to the virus. If you receive health benefits under a CU Health Plan, reviewing the telehealth options available to you may prove beneficial during this rapidly evolving situation.

Telehealth for Anthem CU Health Plan Members

If you are a member covered under an Anthem CU Health Plan, you may utilize LiveHealth Online, Anthem's telehealth provider. LiveHealth Online is a safe and effective way for members to see a doctor to receive health guidance related to COVID-19 from their homes via smart phone, tablet or computer-enabled web cam. LiveHealth Online is offered as a health plan benefit to many individual, employer-sponsored and Medicaid and Medicare members. It is also available as a cost-effective option to all consumers.

As a heightened awareness of COVID-19 persists and more cases are diagnosed in the United States, LiveHealth Online is increasing physician availability to handle a potential increase in patients, while maintaining reasonable wait times.

For more info, see Anthem for CU Health Plan or LiveHealthOnline.com.

UCHealth Telehealth Resources

UCHealth Virtual Urgent Care is another telehealth alternative available to eligible CU Health Plan members. With UCHealth Virtual Urgent Care, you'll be seen and treated by a UCHealth provider – without the commute to a UCHealth facility. To utilize UCHealth virtual visits, members will need a smartphone or a computer or tablet with a working webcam, speakers and microphone. For the best experience, download Virtual Urgent Care through the UCHealth app.

When to use UCHealth Virtual Urgent Care:

- Seasonal allergies
- Cough
- Cold/flu
- Pink eye

- Sinus infection
- Sore throat
- Urinary tract infection
- Vomiting/diarrhea

When **not** to use UCHealth Virtual Urgent Care:

- If you have suffered a serious injury or have symptoms of a serious condition such as chest pain, difficulty breathing, severe abdominal pain, or have a possible emergency, go to the nearest emergency care location.
- If you need a physical examination, lab work, X-rays or other procedures, you need to see a provider in person.

After you fill out the request for a Virtual Urgent Care visit, the UCHealth virtual team will review your medical questionnaire and history to determine if Virtual Urgent Care is right for you. If not, they will recommend another option for care.

For more info, see UCHealth.org/services/virtual-visit/.

Telehealth for Kaiser Permanente CU Health Plan Members

Kaiser Permanente has a business continuity plan and pandemic policy in place specifically for outbreak circumstances similar to the novel coronavirus. To ensure access to care, Kaiser has opened a national command center and additional command centers in all Kaiser's regions, including Colorado, to prepare its staff and facilities for potentially large numbers of members seeking services. Additionally, members can access telehealth services via phone, email, chat and video without an in-person visit.

For more info, see My.KP.org/UniversityOfColorado or KP.org/GetCare. Members may also call 303-338-4545 (TTY 711) to speak with a licensed care provider or to schedule a telephone or video appointment. Additionally, members can chat with a doctor on KP.org or on the KP mobile app.

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The health and safety of CU Health Plan members remain our top priority, and the CU Health Plan team will continue to work diligently with plan carriers to coordinate and execute COVID-19 response measures that reduce barriers to care and make access to care more attainable to members in need. Coronavirus developments will be updated on BeColorado.org.

ADDITIONAL RESOURCES

- President Mark Kennedy's statements regarding university-wide coronavirus safety measures are available for reference online.
- The University of Colorado is regularly updating the following campus-specific webpages for coronavirus information:

    - CU Boulder
    - CU Colorado Springs
    - CU Denver
    - CU Anschutz Medical Campus
    - CU System

- UCHealth is updating the following website with COVID-19 information.
- Visit the Centers for Disease Control and Prevention (CDC) website at cdc.gov for the most up-to-date health advisories and global coronavirus information, including:
    - Keeping workplaces, homes, schools or commercial establishments safe
    - Steps to prevent illness
    - What to do if you are sick
    - Symptoms
    - Frequently Asked Questions (FAQs)
    - People at higher risk for illness
    - Preventing COVID-19 spread in various communities
- Find additional Kaiser Permanente COVID-19 information at kp.org.
- Find additional Anthem COVID-19 information at anthem.com.