

Talk to a doctor, counselor or nurse. Anytime. Anywhere.

Getting sick isn't something you plan for. At Fallon Health, we get it.
That's why we offer a telehealth benefit to our members.

What is telehealth?

Telehealth is a service that gives our members 24/7 access to providers on the phone, online or through a mobile device. This means you can get advice or treatment from a provider when you need it, and you don't have to leave your home. It doesn't matter if it's a weekend, the middle of the night or a holiday—when you aren't feeling well, a healthcare professional is available to help you.

What type of care can I get with telehealth?

You can use telehealth for non-emergency medical and behavioral health concerns. Providers can provide advice, prescriptions and treatment for things like:

- Addictions
- Allergies
- Bipolar disorders
- Cold and flu symptoms
- Depression
- Grief and loss
- Pink eye
- Postpartum depression
- Rashes
- Respiratory infection
- Sinus and skin problems
- Sore throat
- Stress
- And more

Why telehealth?

It's convenient. Get a diagnosis or treatment from the comfort of your home, anytime you need it.

It's fast. Providers typically respond to your request within 10 minutes. No long waits like those you may have at the Emergency Room (ER) or an urgent care center.

It's affordable. You pay \$15 for a telehealth visit, and it saves you money when compared to the cost of a visit to the ER.

New for 2021! Plus, there is no copay for your first three behavioral health telehealth visits accessed through Beacon Health Options. Any visits after the third visit will be at your plan's normal copay amount.

Telehealth services		
	Telemedicine	Tele-behavioral health
Fallon Health Direct Care and Select Care provider network	X	
Beacon Health Options		X
Teladoc	X	X

How can I access both my medical and behavioral health telehealth services?

Direct Care and Select Care Provider Network	Beacon Online Counseling	Teladoc®
<p>Many network providers offer telehealth services. Check with your primary care provider to see if they offer telemedicine services.</p> <p>Direct Care and Select Care providers do not provide tele-behavioral health. They need to go through Beacon or Teladoc.</p> <p>1. Locate your provider:</p> <ul style="list-style-type: none"> • www.fallonhealth.org/gicorphan <p>2. Reach out to your provider</p> <ul style="list-style-type: none"> • Telephone numbers are listed within Fallon’s Find A Doctor tool. Reach out to your provider to verify they offer telemedicine services. www.fallonhealth.org/gic. 	<p>1. Access Beacon Health Options:</p> <ul style="list-style-type: none"> • www.beaconhealthoptions.com/members/dashboard <p>2. Or call 1-888-430-4827 (TTY: 1-800-770-5531) to request a telehealth visit whenever you need it.</p> <ul style="list-style-type: none"> • For general clinical inquiries, please contact Beacon Health Options at 1-888-421-8861. <p>3. Download the MDLIVE iPhone or Android app from the App Store or Google Play</p> <ul style="list-style-type: none"> • Follow the signup instructions in the app to register 	<p>1. Set up your account by phone, mobile app or online:</p> <ul style="list-style-type: none"> • Call 1-800-835-2362 (TRS 711), or text “Get Started” to 1-469-844-5637 • Go to www.teladoc.com/fallonand and choose “Setup your account” • Download the app and click “Activate account” <p>2. Provide medical history</p> <ul style="list-style-type: none"> • This information is secure and confidential. It will be used to help doctors make an accurate diagnosis <p>3. Speak with a doctor</p> <ul style="list-style-type: none"> • Once your account is set up, you can request to speak with a doctor anytime you need care. Interpreter services are available, if needed
Member cost share		
\$15 copay each visit	\$0 copay (visits 1-3) \$15 copay (visit 4 and over)	\$15 copay each visit



**Commonwealth of Massachusetts
Group Insurance Commission**



fallonhealth
& life assurance company, inc.