

## CHANGES TO THE TELE-MEDICINE PROGRAM...

Effective immediately, the Fund will offer you access to the *Doctor On Demand* program, provided through Blue Cross and Blue Shield of Minnesota (“Blue Cross”).

*Doctor On Demand* has replaced the *Online Care Anywhere* program that the Fund previously offered as it provides more robust services and options than the former program. Doctor On Demand allows you to receive real-time care or consultation by a physician, psychologist/psychiatrist, or lactation specialist through a web-based app that you can access from any tablet, smartphone or computer with a front facing camera.

### What services are available through *Doctor On Demand*?

*Doctor On Demand* provides you access to Board Certified MDs for on demand primary and urgent care needs from 7 a.m. to 11 p.m. The program also offers access to 300 psychologists and psychiatrists, as well as maternity and post-partum specialists to address your needs.

The following medical conditions can be treated through *Doctor On Demand*:

- Upper Respiratory Infections
- Cold/Flu/Sinus/Cough
- Urinary Tract or Yeast Infections
- Lab interpretation
- Allergies
- Fever
- Athlete’s Foot
- Sports Injuries
- Rolled ankle
- Travel Medicine
- Rx refills

The following mental health conditions can be treated through *Doctor On Demand* (appointment required):

- Anxiety/stress/worry
- Depression/feeling down
- Relationship issues
- Grief/loss/guilt
- Body image/eating disorders
- Smoking or alcohol cessation

Support for women during pregnancy and after delivery (appointment required):

- Pregnancy issues such as nausea, vomiting, heartburn, leg cramps, nutrition, travel, nose bleeds, back pain
- Lactation Consultants that can provide advice on milk supply, latch issues, mastitis, thrush, transitioning back to work
- Post-partum issues such as depression, stress, anxiety

## What are the benefits of using *Doctor On Demand*?

The Fund pays 100% of the cost of your *Doctor On Demand* urgent care visit and services are not subject to your deductible. Your Group and Member ID information is needed in order for your claim to be submitted directly to the Fund for reimbursement .

The average wait time for service with *Doctor On Demand* is only 3 minutes versus Emergency Room waits that average 5 hours or an office visit with an average wait time of 40 minutes.

The average length of a typical *Doctor On Demand* visit is 9 minutes which is considerably shorter than waits at a doctor's office, urgent care or an emergency room visit.

## How do I access care through *Doctor on Demand*?

*Doctor on Demand* can be utilized by 10 simple steps:

1. *Download the Doctor on Demand* app
2. Register
3. Enter basic information
4. Add health insurance information
5. Select your preferred pharmacy
6. Enter payment method (you are not required to enter a payment method. Tap "back" to opt out of providing payment method upfront).
7. To start using the service click on "home"
8. Click on "See a Medical Doctor Now" to begin
9. Answer pre-call questions
10. Speak to a doctor

The Board of Trustees are excited about this enhancement to your Health Care Plan. The Board hopes that *Doctor On Demand* will provide you with easy, faster and more affordable health care options. If you have additional questions related to the *Doctor On Demand* program, please contact the Fund Office at (952) 854-0795 or toll free at (800) 535-6373.