



# Get the Help You Need with Well Connection

See licensed doctors and providers for behavioral health care, using live video visits on your favorite device.

Use Well Connection for help with:

- Depression and anxiety
- Sleep disorders
- Substance use disorder
- Bereavement
- Divorce
- Much more



Behavioral Health  
by Appointment



Secure  
and Confidential



Low Cost

Download the app or visit [wellconnection.com](http://wellconnection.com)



Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).



**WellConnection**  
Care at Your Convenience



# Getting Sick Isn't Convenient. Well Connection Is.

You can see licensed doctors and providers for minor medical and behavioral health care using live video visits on your favorite device.

## Real Doctors. Real Doctor Visits.

Licensed doctors and providers in the Well Connection network have an average of 15 years of experience. They can look up your medical history, diagnose and treat your symptoms, and prescribe medication,\* if necessary.



**4.8 out of 5**  
Doctor and provider  
rating from our members<sup>1</sup>

### How It Works

1. Download the Well Connection app, or visit [wellconnection.com](http://wellconnection.com)
2. Create an account and log in
3. Choose the type of service: medical or behavioral
4. Pick an available provider

## Benefits of Well Connection



Medical  
24/7



Behavioral Health  
by Appointment



Secure  
and Confidential



Low Cost

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\*Some medications, such as controlled substances, cannot be prescribed online.

1. Source: American Well. AmWell TeleHealth Report, February 2018. Patient Satisfaction Survey Data, compiled December 2017-February 2018.

Blue Cross Blue Shield of Massachusetts is an Independent Licensee of the Blue Cross and Blue Shield Association.

## Health Care for the Digital Age

You and your family members can visit doctors and providers anytime, anywhere in the United States, at home, work, or on vacation, weekends and holidays included. All you need is an internet connection and a smartphone, tablet, or computer with a webcam.

### Types of Covered Services

#### Urgent Care

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>• Cold &amp; flu</li> <li>• Bronchitis</li> <li>• Sinus &amp; respiratory infections</li> <li>• Sore throat</li> </ul> | <ul style="list-style-type: none"> <li>• Diarrhea</li> <li>• Gout</li> <li>• Strep throat</li> <li>• Urinary tract infections</li> </ul> | <ul style="list-style-type: none"> <li>• Pinkeye</li> <li>• Hypertension</li> <li>• Migraines</li> <li>• Pneumonia</li> </ul> |
|---|--|---|

#### Behavioral Health

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>• Depression &amp; anxiety</li> <li>• Sleep disorders</li> <li>• Substance use disorder</li> </ul> | <ul style="list-style-type: none"> <li>• Trauma</li> <li>• Child behavior</li> <li>• Bereavement</li> </ul> | <ul style="list-style-type: none"> <li>• Couples therapy</li> <li>• Stress</li> <li>• Divorce</li> </ul> |
|---|---|--|

### Can I Have Live Video Visits with My Doctor?

If your local doctor is in the Blue Cross Blue Shield of Massachusetts network and offers covered services using live video visits through another service other than Well Connection, you'll still be covered by your plan.\* To find a local doctor who offers live video visits, go to **Find a Doctor & Estimate Costs** at [bluecrossma.com/findadoctor](http://bluecrossma.com/findadoctor) and select **Tech Savvy Office** under **Refine Your Results**.

### Find Out If You're Covered and What It Costs

Not all plans include coverage for live video visits. To find out if you're covered, or to see how much it costs, call Member Service at the number on the front of your ID card.

\*If your plan includes telehealth benefits.

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MASSACHUSETTS

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