



Care on Demand: Telehealth

How to access virtual doctor visits

You don't have to leave the house to see a doctor. Your Regence health plan includes care-on-demand telehealth, which gives you access to virtual doctor visits from the comfort of home—24 hours a day, 7 days a week, 365 days a year.

Why telehealth

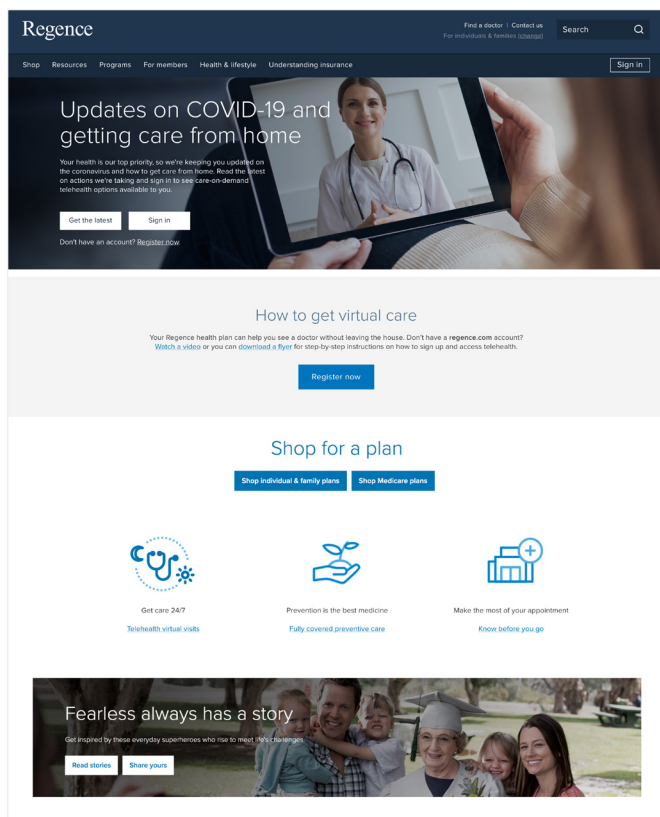
With today's unprecedented demand on doctors, hospitals and urgent care facilities, telehealth virtual visits are a convenient, affordable alternative for routine care. Telehealth doctors can treat common health conditions—from pink eye, rashes and ear infections to anxiety and depression. They can even send a prescription to your local pharmacy. Plus, getting care from home helps minimize the spread of infection. Telehealth doctors can't treat COVID-19 but can help assess symptoms.

We're also partnering with providers to expand your access to virtual visits with doctors you'd normally see in-person. Reach out to your doctors to find out what virtual options they offer.

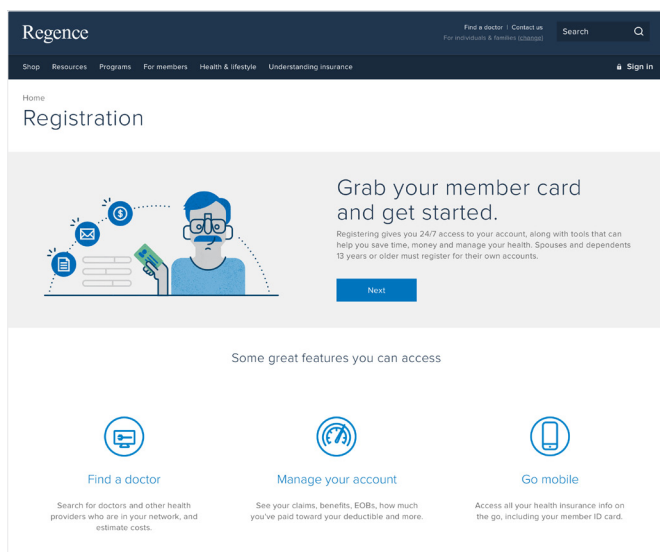
Get started

If you haven't already registered on regence.com, follow these simple steps. If you're already registered, please sign in and skip ahead to step 8.

1. Register from the regence.com homepage by selecting Sign in or Register now.



2. Grab your member ID card.



3. Enter your member info, including:
 - Last name
 - Date of birth
 - Last 4 digits of member ID number
 - Last 4 digits of group number

The screenshot shows the Regence.com Registration page, Step 3. It features a progress bar at the top with three steps: 'Member info', 'Email', and 'User name & password'. The 'Member info' step is currently active. Below the progress bar, there is a section titled 'We need a little information to keep your account secure.' with the text 'You'll find your Group No and ID No on your member card.' The form includes fields for 'Last name' (Smith), 'Date of birth' (9/5/1976), 'Last 4 digits of ID No' (1234), and 'Last 4 digits of Group No' (4321). To the right of the form is a graphic of a Regence member ID card showing the group number 12345678 and ID number ABC123456789. At the bottom, there is a 'Next' button.

4. Enter your email address.

Note: If the email is already on file and associated with an online account, you'll have the option to continue with this address or enter a different one.

The screenshot shows the Regence.com Registration page, Step 4. It features a progress bar at the top with three steps: 'Member info', 'Email', and 'User name & password'. The 'Email' step is currently active. Below the progress bar, there is a section titled 'Email' with a text input field containing 'smith47@gmail.com'. At the bottom, there is a 'Next' button.

5. Create your username and password.

The screenshot shows the 'Registration' page on the Regence website. A progress bar at the top indicates three steps: 'Member info', 'Email', and 'User name & password', with the third step being the current active step. Below the progress bar, the heading 'Create your user name and password' is displayed. There are two input fields: 'User name' (containing 'smith47@gmail.com') and 'Password' (masked with dots). To the right of the password field, a list of 'Minimum requirements' is shown with checkmarks: '8 characters or longer', '1 or more letters', '1 or more numbers', '1 or more special characters for example: #, %, &, \$', and 'No personal information, commonly used passwords or Regence-related words'. A 'Next' button is located below the password field. At the bottom, a small note states: 'By creating a Regence member account you agree to Terms & Privacy.'

6. For security purposes, you'll receive an email with an activation code. Enter it to complete your registration.

The screenshot shows the 'Registration' page on the Regence website. The heading 'You're almost done! Check your email.' is displayed. Below the heading, a message states: 'We sent an email with an activation code to george@gmail.com. Type that code below and click **Activate** to finish creating your account.' There is an input field containing the code '123456' and an 'Activate' button. Below this, there are two links: 'Didn't get the email? Check your spam folder or resend the email.' and 'Wrong email address? Change it.'

7. Now that your account is active, you can sign in.

The screenshot shows the 'Registration' page on the Regence website. The heading 'Welcome!' is displayed. Below the heading, a message states: 'Your account is now activated. Sign in to see your claims, benefits and account information.' There are two input fields: 'User name' and 'Password'. A 'Sign in' button is located below the password field.

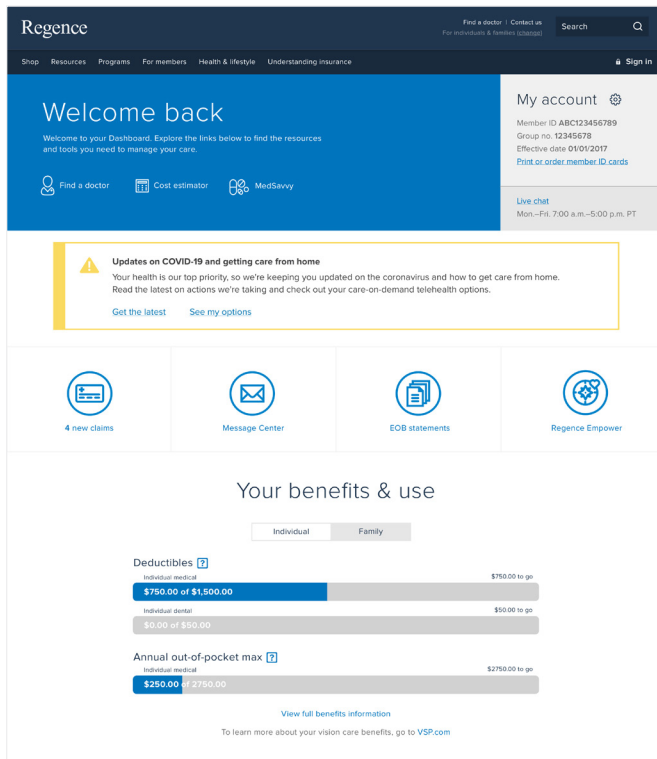
8. You'll be directed to your personalized Member Dashboard with this alert.

The screenshot shows a yellow alert banner with a warning icon. The text reads: 'Updates on COVID-19 and getting care from home. Your health is our top priority, so we're keeping you updated on the coronavirus and how to get care from home. Read the latest on actions we're taking and check out your care-on-demand telehealth options.' Below the text are two links: 'Get the latest' and 'See my options'.

9. Click through to your telehealth provider's website where you can activate your account. You're encouraged to do it now, so you're all set when you need to access care.



10. Get started. Anytime you need a virtual visit, just sign in to regence.com. From your Member Dashboard, you can go straight to your telehealth provider and request a visit.



The screenshot shows the Regence Member Dashboard. At the top, there's a navigation bar with links like 'Find a doctor', 'Contact us', and 'Search'. Below this, a 'Welcome back' section provides a brief overview of the dashboard's purpose. To the right, a 'My account' section displays member information: Member ID ABC123456789, Group no. 12345678, and Effective date 01/01/2017. Below the welcome message, there are four icons representing different services: '4 new claims', 'Message Center', 'EOB statements', and 'Regence Empower'. The main section, 'Your benefits & use', features a toggle for 'Individual' and 'Family' plans. It displays three progress bars for deductibles and out-of-pocket maximums. The first bar shows 'Individual medical' with a value of '\$750.00 of \$1,500.00' and a remaining amount of '\$750.00 to go'. The second bar shows 'Individual dental' with a value of '\$0.00 of \$50.00' and a remaining amount of '\$50.00 to go'. The third bar shows 'Annual out-of-pocket max' with a value of '\$250.00 of \$2,750.00' and a remaining amount of '\$2,500.00 to go'. At the bottom, there's a link to 'View full benefits information' and a note about vision care benefits.

With a telehealth virtual visit, you can skip the waiting room, avoid germs and see a doctor when it's convenient for you. Grab your member ID card and sign up now.



Regence

Regence health plans are Independent Licensees of the Blue Cross and Blue Shield Association serving members in Idaho, Oregon, Utah and select counties of Washington

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REG-417933-20/03-ALLMARKET
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