



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

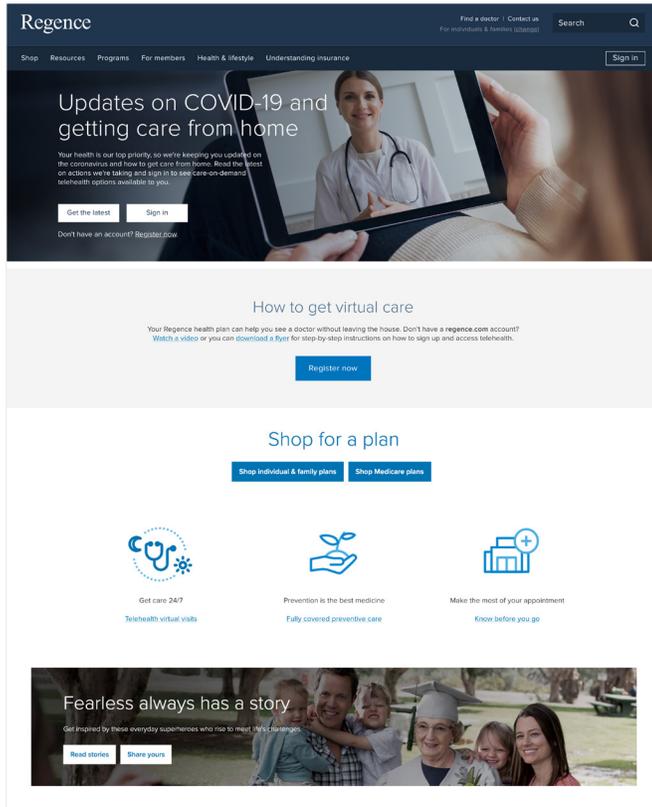
With today's unprecedented demand on doctors, hospitals and urgent care facilities, telehealth virtual visits are a convenient, affordable alternative for routine care. Telehealth doctors can treat common health conditions—from pink eye, rashes and ear infections to anxiety and depression. They can even 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.

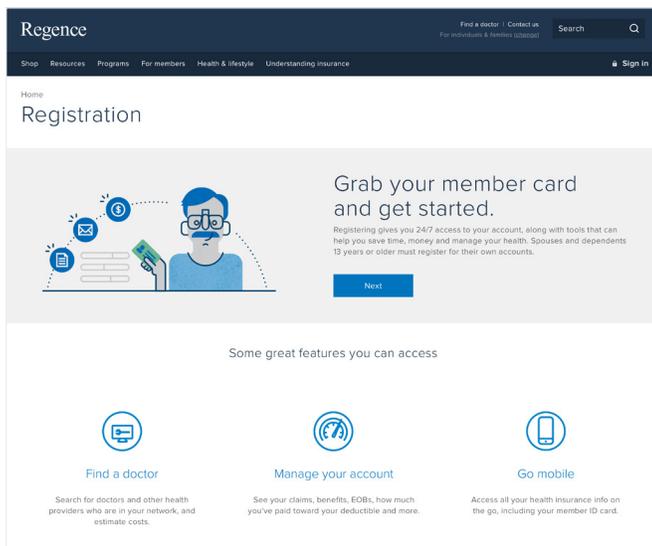
Get started

If you haven't already registered on [regence.com](https://www.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](https://www.regence.com) homepage by selecting Sign in or Register now.

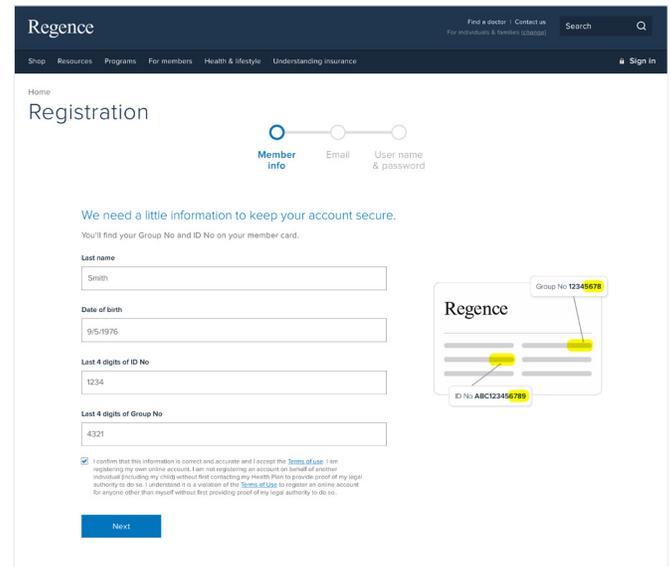


2. Grab your member ID card.



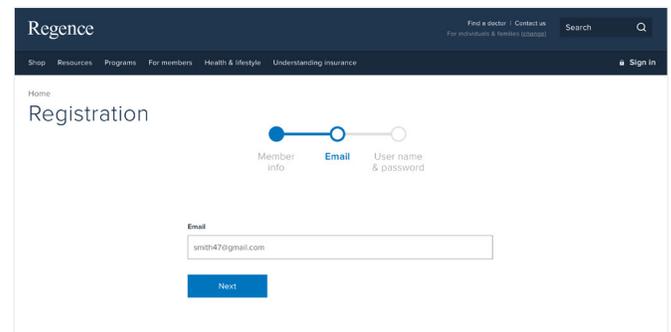
3. Enter your member info, including:

- Last name
- Date of birth
- Last 4 digits of member ID number
- Last 4 digits of group number

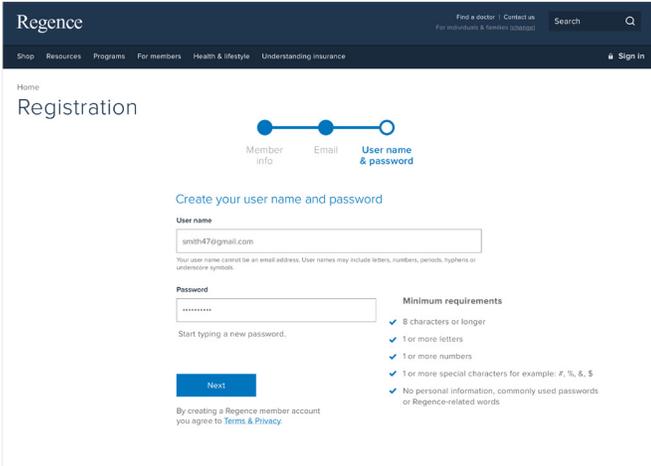


4. Enter your email address.

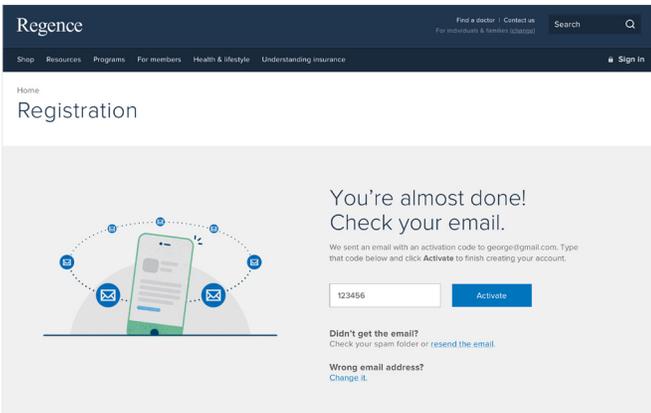
Note: If the email is already on file and associated with an online account, you'll have the option to continue with this address or enter a different one.



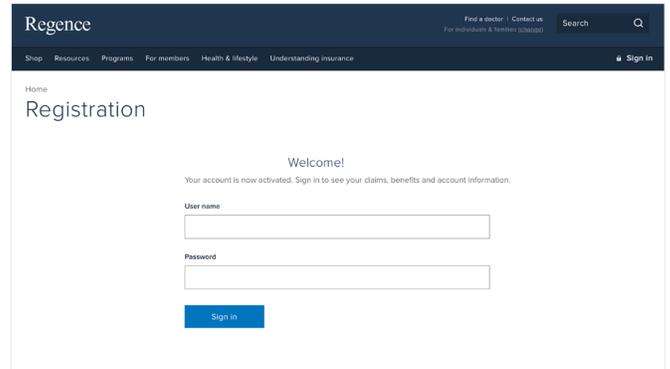
5. Create your username and password.



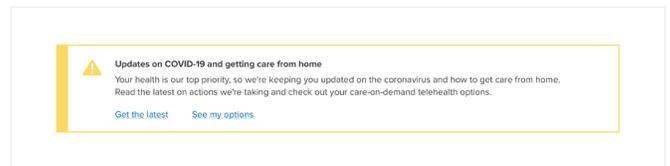
6. For security purposes, you'll receive an email with an activation code. Enter it to complete your registration.



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



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



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.



- 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 is a navigation bar with 'Find a doctor', 'Contact us', and 'Search'. Below this is a 'Welcome back' section with a 'My account' sidebar containing member ID, group number, and effective date. A yellow alert box highlights 'Updates on COVID-19 and getting care from home'. Below the alert are four icons for '4 new claims', 'Message Center', 'EOB statements', and 'Regence Empower'. The main section is titled 'Your benefits & use' and shows a table of deductibles and annual out-of-pocket maximums for individual and family plans.

Benefit Type	Amount	Limit
Individual medical Deductible	\$750.00 of \$1,500.00	\$750.00 to go
Individual dental Deductible	\$0.00 of \$50.00	\$50.00 to go
Individual medical Annual out-of-pocket max	\$250.00 of \$2,750.00	\$2,750.00 to go

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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