



Virtual visits with Doctor On Demand®

Reduce absenteeism and costs, while increasing employee convenience and satisfaction.

Virtual visits are becoming increasingly popular for patients, physicians and employers alike. It's easy to see why, as they give patients convenient access to quality care without missing extra time away from work.

Included in all of our plans is coverage with our preferred virtual visit provider, Doctor On Demand. With Doctor On Demand your employees can connect face-to-face with a board-certified doctor from virtually anywhere using a smartphone, tablet or computer on their schedule.

Employees get the care they need, when they need it, at a lower cost than an office visit — all without time away from work. It's as easy as going to **DoctorOnDemand.com** or downloading the app from the App Store® or on Google Play™.

Doctor On Demand has:



Shown a reduction in time away from work



Lower costs than office visits



An average wait time of 10 minutes



More than 28,500 customers with over 1 million visits — and a 4.9 star rating out of 5

Source: Doctor On Demand.

¹ Doctor On Demand physicians do not prescribe Schedule I-IV DEA Controlled Substances and may elect not to treat or prescribe other medications based on what is clinically appropriate.

² Includes but is not limited to treatment for mental health, chemical dependency, and certain psychological or emotional conditions. Services performed by psychologists may be covered. Psychiatry services are not covered through virtual visit. Please refer to your coverage manual for more details.

Doctor On Demand physicians can treat hundreds of the most common medical conditions, including prescribing medication, if needed.¹

Your employees and their family members can see a doctor for:

- Cold and flu symptoms
- Bronchitis and sinus infections
- Urinary tract infections
- Sore throats
- Allergies
- Fever
- Headaches
- Pink eye
- Skin conditions
- Mental health issues²

Market-leading tools and services for employers



Employer Connection

As an employer, we know you have a lot on your plate. And, when your employees have a question, you want to be able to answer them quickly. Employer Connection on Wellmark.com/Employer is your secret weapon.

If your employees have questions about eligibility or benefits, go online to provide an answer right away without having to contact your Wellmark representative. You're also able to order new ID cards, update member information and more.



Blue InsightsSM

Blue Insights is our approach to employer reporting and consultation. It contains dashboards and reports that illustrate the metrics most important to your organization so you can better understand your employee data and make smarter benefits decisions.



BluesEnrollSM

BluesEnroll, available to employers with 75 or more enrolled employees, gives HR administrators a comprehensive suite of tools and reports that streamline new hires and open enrollment. The platform allows for benefit changes in real time and helps with daily tasks and more. You can automate the benefits administration process, replacing cumbersome, manual processing with a single web-based platform.



Wellmark Wellness Center

Our Core Wellness Center provides essential elements for enhancing the health and well-being of your organization. It includes an Online Wellness assessment, health, fitness and nutritional information, health trackers, tools and more.

We also have buy-up wellness options that offer a variety of evidence-based programs that address the six domains of well-being. You get access to a Wellmark health and well-being consultant who works with you to find solutions based on your organization's goals, culture and challenges.



SmartDollar[®]

SmartDollar is another buy-up option that gives your employees more than a raise — it gives them a long-term financial solution that actually works. With a step-by-step plan, motivating content from top names in finance and tools to work the plan, SmartDollar gets them on track with their money and helps them stop living paycheck-to-paycheck.

Blue@WorkSM

Get unique industry insights and other information you need to administer your employee benefits. Blue@Work is our single destination to help move your business forward. It features industry news, pharmacy information, employee benefits, community and health-related articles that can be accessed anytime, anywhere.

Get the scoop on managing costs and understanding the changing health care landscape — all at Wellmark.com/Blue-at-Work.

News from BlueSM

News from Blue is a monthly eNewsletter for groups created to keep you up-to-date with information that is both operational and inspirational. It's designed to make it easy for you to do business with us, as well as give you ideas to keep your employees happy and healthy.

Subscribe at Wellmark.com/Blue-at-Work.



To learn more about all of the market-leading tools and services available to you, contact your Wellmark representative.



BlueCard® Program

With the BlueCard program, your employees can take advantage of our national network for all their health care needs. Find participating providers across the country and worldwide at bcbs.com or by calling 800-810-2583.



BeWell 24/7SM

Your employees are busy people. That's why BeWell 24/7 connects them with a real person who can help with a variety of health-related concerns and help maintain a work-life balance. Call 24 hours a day, 7 days a week at **844-84-BeWell**.



Blue365® Program

This program gives your employees exclusive access to discounts and resources to help them live a healthier lifestyle at Wellmark.com/Blue365.



BlueSM Magazine

Each issue of *Blue* features health and wellness articles, consumer tips, health plan news and healthy recipes. It helps your employees get the most from their plans — and from their lives. Find it online at Wellmark.com/Blue.

Market-leading tools and services for members

Your employees can take advantage of all our tools, programs and services built into our plans at no additional cost to you.



myWellmark®

Your employees get personal health care information at their fingertips with myWellmark — no matter their location — with tools, resources and insights to help them manage health care spending and live a healthier life. They can register at myWellmark.com.



Advanced Care program

This program makes a meaningful difference by seizing opportunities to reduce gaps in care and coordinating services that align with member benefits. It not only impacts well-being and health outcomes, but also reduces cost and use of services.



Pregnancy Support program

Our free Pregnancy Support program provides trusted online resources for every stage of pregnancy, plus additional, personalized support for high-risk pregnancies.



Rare Condition Management program

This program offers comprehensive care for patients with complex and rare conditions that are not curable. Eligible members are identified and contacted by a specialized nurse who has training for each individual condition and serves as an advocate to provide holistic and proactive support. The program is meant to alleviate emotional, physical and financial burdens by preventing an increase in emergency care, hospital visits, use of high-cost medications and more.



Wellness Center

With the Wellmark Wellness Center powered by WebMD®, our members have the help they need to reach their goals and live a healthier life.

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This brochure is a brief summary of policies presented, which are subject to exclusions, limitations, reductions in benefits, and terms under which the policies may be renewed or discontinued. For costs and complete details of the coverage, call or write your authorized insurance agent or Wellmark.

Also, please note, this is a general description of coverage. It is not a statement of contract. Actual coverage is subject to the terms and conditions specified in the policy itself and enrollment regulations in force when the policy becomes effective.



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Wellmark's virtual health care visit is available through any provider who performs telehealth services per Iowa State Mandate. Wellmark's preferred vendor is an independent company, Doctor on Demand by Included Health, Inc., and the telemedicine services are provided by licensed physicians practicing within a group of independently owned professional practices. Doctor on Demand, Inc. does not itself provide any physician, mental health or other health care provider services. Doctor on Demand operates subject to state laws. Doctor on Demand offers medical care in 50 states. Doctor on Demand does not provide Wellmark Blue Cross and Blue Shield products or services. Virtual visits are not intended to replace an annual, in-person visit with a primary care physician.

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