

WTIA VIRTUAL CARE OPTIONS

EFFECTIVE 12/1/21-11/30/22



	24-Hour Nurseline	98Point6	TalkSpace	Doctor on Demand	Boulder Care	Workit Health	Brick & Mortar In-Network Providers	Wellspring EAP
Program	Nurseline is a 24-hour call line members can use to receive confidential health advice from a registered nurse by phone anytime, day or night.	98point6 is a text-based telehealth option where members can connect with a primary care physician right from their phone.	Talkspace is an online and mobile mental health therapy option with licensed and trained therapists.	This is an all-in-one technology and services platform enabling next-generation care. This telehealth option connects members with medical professionals through video communications.	Boulder Care is a digital care provider offering long-term support and medication-based treatment for opioid use disorder (OUD) and common-occurring conditions for members 18 years and older.	This service provides telehealth alcohol addiction treatment with clinicians, therapists, and coaches over live chat and video. For members 18 years or older.	Our in-network providers such as primary care, counselors, therapists, psychologists, and psychiatrists are offering telehealth through their offices. Customers may begin treatment with a new or existing telehealth provider or in-network provider.	The WTIA's Employee Assistance Program through Wellspring provides access to resources and tools to guide members through life challenges.
Access	Ph# is listed on the back of your Premera ID Card.	https://www.98point6.com/ or download the 98Point6 app	https://www.talkspace.com/ or download the Talkspace Therapy & Counseling app	https://www.doctorondemand.com/ or download the Doctor On Demand app	https://boulder.care/ or download the Boulder Care app	https://www.workithealth.com/ or download the Workit Health app	Visit the website or call the office of the provider you wish to see for telehealth options.	https://www.wellspringeap.org/login User Name: WTIA Call: 1-800-553-7798
Care Availability	Members call the number on the back of their insurance card 24/7 for medical advice.	Immediate connection with the "automated assistant" to prompt members to share symptoms and issues. The automated assistant gathers details and shares them with a certified, primary healthcare physician so they can ask further questions, diagnose the patient, and answer any health-related queries. The average wait time is 3 min to 1 hour.	Mobile or online connection with a mental health provider who meets your needs. Members have the ability to chat or schedule live video psychiatry sessions. Treatment is personalized to each individual.	Members connect online via an app on any device with a front-facing camera. Medical appointments are available on-demand or by appointment. The average wait time is 4-7 minutes.	Members may be referred to Boulder Care by providers or they can self-refer for services.	Members may engage by completing a 5-minute sign-up. An appointment is secured within 24 hours.	Care availability, types of services provided, how care is delivered, and hours all vary based on the provider.	Members can engage in the online platform and have immediate access to resources. There is a 1-800 number to get phone support and 3-face-to-face or virtual visits to a therapist are included per issue per calendar year.
Types of Services Provided Under WTIA	Medical advice phone line only; no care, diagnosis, or prescriptions	Board-certified physicians specializing in general medicine and primary care	Mental health care coverage	General medicine, dermatologists, licensed therapists, and psychiatrists	Comprehensive telehealth tools, personalized treatment plans, coordinated care teams, and medication and diagnostics for OUD	Ongoing cognitive-behavioral therapy (CBT) courses, text with a counselor anytime/anywhere, weekly video appointments, drug testing, and meetings for support	Contact the provider directly for more information.	Wellness, life, social and educational tools available. Counseling is also included.
How Care is Delivered	Phone	Text	Mobile or Online	Video	Video & Chat	Video & Chat		Phone, Online, and Video
Hours	24-hours a day, 7 days a week	24-hours a day, 7 days a week	Days/hours vary by therapist. Check with the therapist you have been assigned to for their hours.	24-hours a day, 7 days a week	24-hours a day, 7 days a week	Monday - Friday; 9 AM - 6 PM PST.		24-hours a day, 7 days a week
WTIA Cost Share	\$0	PPO Plans: Tech Premier Plan - \$15 copay & all other PPO plans \$20 copay HSA Plans: Deductible applied then, coinsurance waived. (applies to general medicine & dermatology)	Subject to the mental health outpatient professional care in-network cost share. Check your plan booklet.	PPO Plans: Tech Premier Plan - \$15 copay & all other PPO plans \$20 copay HSA Plans: Deductible applied then, coinsurance waived.	Subject to the chemical dependency outpatient office visit benefit. Check your plan booklet.	Subject to the chemical dependency outpatient office visit benefit. Check your plan booklet.	PPO Plans: Tech Premier Plan - \$15 copay & all other PPO plans \$20 copay HSA Plans: Deductible applied then, coinsurance waived.	Unlimited free online support and 3 sessions per issue per year at no fee. Contact Wellspring for potential fees on other specialized services.