

# Virtual Health Care

## Virtual Health Care Opportunities from Allstate Benefits

Allstate Benefits offers access to virtual health care benefits through Virtual Health Care. Employees can receive virtual behavioral health services (Talk Therapy, Teen Therapy, Psychiatry) after enrolling in a qualifying Allstate Benefits voluntary insurance product. *After enrollment, employees will be provided instructions on how to register for these services.*

Learn more about this opportunity below.



### Your virtual care plan includes:



#### Talk Therapy (18+)

Speak with a licensed therapist & get support in as few as 72 hours for behavioral health concerns.



#### Teen Therapy (10 - 17)

Parents can schedule a visit with a therapist for their child in as few as 72 hours.

\*Therapists do not write prescriptions.



#### Psychiatry (18+)

Initial evaluation & ongoing treatment; may include medication management & psychosocial interventions.

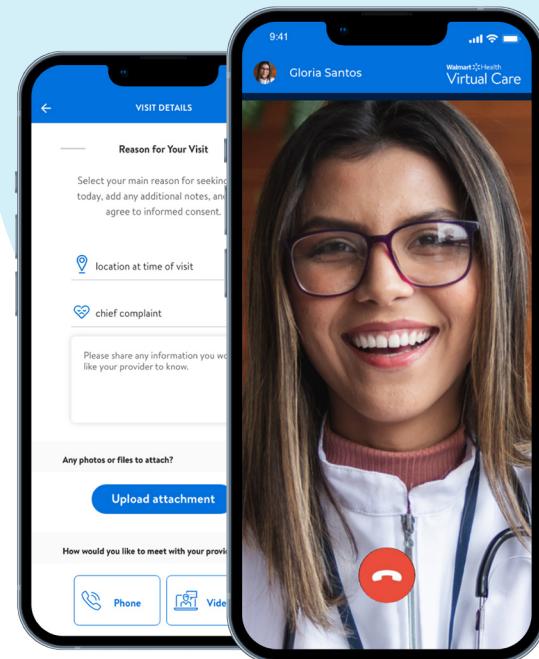
### Your provider can help with:

- Anxiety
- Depression
- Life changes
- Relationships
- Stress
- And more

Virtual Health Care is comprised of independent physician practices. Virtual Health Care (VHC) offers medical and talk therapy services via telehealth to patients nationwide. Telehealth services may vary by state. Telehealth services are provided in accordance with state law by licensed health care professionals, subject to the licensed professionals' judgment. When medically necessary, VHC providers may prescribe medication that can be picked up at a local pharmacy of the patient's choice; VHC does not guarantee that a prescription will be written. VHC providers do not prescribe controlled substances. VHC is not a pharmacy or an insurance product. Virtual Urgent Care visits are not a replacement for a primary care physician.

# Convenient, affordable telehealth for you & your family!

We are pleased to announce that you and your family now have access to Virtual Health Care – your new telehealth service. Telehealth helps you reach a behavioral health provider for a video or phone (where permitted) visit on your schedule from the privacy and comfort of home.



## What is telehealth?

Telehealth utilizes technology to give you and your family affordable and convenient access to behavioral health services online. Using Virtual Health Care's telehealth service and national team of US-licensed, board-certified psychiatric providers and talk therapists, you can connect with a provider online to receive care and a personalized treatment plan, including prescriptions\* when medically necessary. Telehealth can help when you need emotional or behavioral health support outside of regular business hours, when in-person care is not available, or when travel is difficult. Teletherapy can be a more convenient and private way to speak to someone about your emotional health, and can also be an alternative or supplement to in-office therapy.

## How does virtual care work?

When you have a behavioral health concern, either call Virtual Health Care (VHC) or visit the website listed below. After you've created your account it's simple to request and schedule a visit with one of VHC's psychiatric providers or talk therapists. You can then work with your behavioral health provider to develop a treatment plan, with mutually agreed upon goals, to address your specific needs. Meet with the same provider as often as needed to check-in on progress and guide your course of care.

## What behavioral health concerns can virtual care address?

### Talk Therapy, Teen Therapy & Psychiatry

- Anger management
- Anxiety
- Bipolar disorder
- Depression, grief, loss
- Divorce, relationships
- Domestic violence
- Maternal health, post-partum
- Medication management\*
- Mood swings
- Obsessive compulsive disorder
- Panic attacks
- Performance coaching
- PTSD
- Stress management
- Spirituality
- And more

\*When medically necessary, psychiatric providers may prescribe medication that patients can pick up at a local pharmacy. Prescriptions cannot be written for controlled substances. Therapists do not write prescriptions.



## Can I get a prescription?

When medically appropriate psychiatric providers can submit an electronic prescription for pick-up at your local pharmacy. Please note, talk therapists do not prescribe medication.



## When is VHC available?

We schedule talk therapy sessions seven days a week when it's convenient for you. Many patients are able to meet with a therapist in as little as 72 hours of requesting an appointment.



## Who is eligible to use VHC?

The program is available to you, your spouse or domestic partner, and children up to the age of 26. You must be 18+ to have a talk therapy visit. Teen therapy is available for children ages 10 - 17.



## Will I see a quality provider?

**Yes.** Licensed therapists provide talk and teen therapy, while licensed and board-certified psychiatrists or psychiatric nurse practitioners provide psychiatry visits.



## Do I need an email address?

**Yes.** An email address is required in order to create a profile for patients who are over the age of 18.



## Is this service confidential?

**Yes.** VHC services are HIPAA compliant and confidential.



## Is a webcam required?

**Yes**, in most cases. Many concerns can be treated via an audio-only visit, though we highly encourage video visits when feasible, since it allows our providers to better assess your condition and deliver the best possible care. A video visit may be required in certain states. Please contact VHC for further information.



## How much does the service cost?

VHC is being offered to you at a special rate of \$38 for talk and teen therapy visits, and \$229/\$99 for initial and follow-up psychiatry visits.



## Can Health Savings Account (HSA) or Flexible Spending Account (FSA) funds be used for a virtual care visit?

**Yes.** Please check with your FSA/HSA benefits coordinator for the specific requirements for reimbursement.

# Next steps:



### 1 Sign in

Visit your VHC website to sign up/activate your virtual care account.

**Visit:** [wmthealth.com/allstate](http://wmthealth.com/allstate)

**Enter member ID:** Employee SSN



### 2 Request a virtual visit

For non-emergency behavioral health concerns, you can request a virtual talk therapy, teen therapy or psychiatry visit using a smartphone or computer.



### 3 Speak with a provider

Consult with a licensed therapist or psychiatric provider to pinpoint your needs, establish a treatment plan and measure your progress.

