

Telehealth Reminders – Medical Care from the Comfort of Your Home

Discover has partnered with our medical plan providers, BlueCross BlueShield (BCBS) and SelectHealth, to make it easier for you and your covered dependents to receive medical care without leaving home. You can learn more about the following options offered by both providers below. Options for SelectHealth members start on page 2.

If you are experiencing severe symptoms or having a life-threatening emergency, visit an emergency room or dial 9-1-1.

BlueCross BlueShield (BCBS) Options

	Service	Description	COVID-19?	Cost	Contact
BlueCross BlueShield (BCBS)	24/7 Nurseline	Talk with a registered nurse, 24 hours a day, seven days a week. Nurses will address your medical questions and help you decide whether you should schedule an appointment with your doctor, visit an urgent care center or go to the emergency room.	All Nurseline nurses are trained in CDC guidelines and procedures in order to understand your symptoms and evaluate if you need testing. 24/7 Nurseline cannot order COVID-19 testing for you.	No cost	Phone: 1-800-299-0274
	MDLive	Call or video chat with a board-certified doctor, 24 hours a day, seven days a week. Doctors can help treat common conditions such as allergies, asthma, sinus infections, flu, rash, etc. They can prescribe medications, when appropriate, and will send them electronically to a pharmacy of your choice.	All MDLive doctors can assess COVID-19 symptoms and help determine the necessary next steps. MDLive doctors can not currently order COVID-19 testing.	PPO Plan Cost: \$15 copay HSA/HRA Cost: \$44 per visit, until you meet your deductible, 20% after you meet your deductible. Price is subject to change.	Website: MDLIVE.com/BCBSIL or download the MDLive app Phone: 1-888-676-4204
	NEW – Telehealth through local providers	BCBS has suspended the exclusion of telehealth visits with in-network providers. Telehealth visits are only available through providers equipped to offer them. Contact your provider directly to see if they are able to provide telehealth and if it is a viable option for your personal situation.	Call ahead to your provider’s office to understand their process to assess your condition. Some personal physicians may be able to order COVID-19 testing.	In-network doctors will submit claims for telehealth visits to BCBS on your behalf, just like in-person office visits. Plan copays and/or deductibles apply. Contact your provider directly for an estimate of the cost for a telehealth visit.	Contact your local provider.

Please note, any inconsistency between the terms of any benefits-related communication and any official plan document will be governed by the applicable plan document. Although Discover Financial Services expects to continue its benefit plans indefinitely, Discover Financial Services and its affiliates necessarily reserve the right to amend, modify or discontinue its plan at any time.

SelectHealth (Utah) Options

	Service	Description	COVID-19?	Cost	Contact
SelectHealth (Utah)	Intermountain Health Answers	Talk with a registered nurse, 24 hours a day, seven days a week for general healthcare questions.	Call the COVID-19 Hotline listed below if you have mild-to-moderate symptoms.	No cost	Phone: 1-844-501-6600
	Intermountain Health COVID-19 Hotline	Get answers to your questions about COVID-19 24 hours a day, seven days a week.	Call the COVID-19 Hotline if you have mild-to-moderate symptoms. A healthcare professional will assess your risk for COVID-19. If testing is needed, a medical order will be provided and you'll be directed to a testing site.	No cost	Phone: 1-844-442-5224 Website: https://intermountainhealthcare.org/covid19-coronavirus/health-answers/
	Intermountain Connect Care	Video chat with an Intermountain Healthcare clinician 24 hours a day, seven days a week. Clinicians can help treat low-level urgent care conditions including allergies, sore throat, eye infections, cough, painful urination, lower back pain or strains, asthma, sinus infections, flu, rash, and migraine. They can prescribe medications, when appropriate, and will send them electronically to a pharmacy of your choice.	Intermountain Healthcare clinicians can assess COVID-19 symptoms and help determine the necessary next steps. If testing is needed, a medical order will be provided and you'll be directed to a testing site.	HMO Plan Cost: no cost HSA Plan Cost: \$49 per visit until you meet your deductible. There is no cost after you meet your deductible.	Website: http://www.intermountainconnectcare.org or download the mobile app
	NEW - Telehealth through local providers	Many providers are working to see patients virtually either through Intermountain Connect Care, telehealth visits, or by telephone/digital consults. SelectHealth has temporarily suspended the exclusion of telephone/digital visit services. Telehealth services may not be offered by all providers nor appropriate for all situations. Contact your provider directly to see if they are able to provide telehealth and if it is a viable option for your personal situation.	Call ahead to your provider's office to understand their process to assess your condition. Some personal physicians may be able to order COVID-19 testing.	In-network doctors will submit claims for telehealth visits to SelectHealth on your behalf, just like in-person office visits. Plan copays and/or deductibles apply. Contact your provider directly for an estimate of the cost for a telehealth visit.	Contact your local provider.

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