

NOW AVAILABLE VIRTUALLY!

Primary Care/Urgent Care + Mental Health

Washington's biggest network just expanded the spectrum of care with more providers and virtual access. Our world has changed, so has access to care. Continue to access care anytime, anywhere 24/7/365 or from the safety of home with a one-stop shop for your whole-body health.

The Premera virtual health network provides easy-to-access, board-certified, quality care that saves you money and time. This network—as well as in-network brick-and-mortar telemedicine—are available as part of your plan.*

The day of week, time, and even your location don't limit your access to service. Contact 98point6, Doctor On Demand, or Talkspace anytime, anywhere.

- Get everything from fast diagnosis and treatment of common ailments to routine checkups and ongoing monitoring of chronic conditions anytime with 98point6 and Doctor On Demand.**
- Getting an appointment for mental health struggles can take days or weeks. With Talkspace and Doctor On Demand, you get specialized psychiatric treatment from a licensed prescriber—all from the comfort of your home.

People ages

18 - 34

are more likely to rely on ER, urgent care, and retail clinics than a primary care doctor for non-emergency treatment.

98point6.com

1 in 5

U.S. adults experience mental illness.

nami.org/mhstats

98point6

dr. ondemand

talkspace

PREMERA | 
BLUE CROSS

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*Does not include rehabilitation.

**Care is provided for family members who are 1 year and older.

These newest virtual providers are integrated into your health plan and provide:

- Convenient high-quality care from the convenience of wherever you are
- The ability to get your prescriptions filled
- Great customer experience by addressing your healthcare issues in a timely manner and providing treatment options within minutes

Avoid an unnecessary trip to your in-person provider, urgent care, and the ER.

You can receive care for a spectrum of conditions in the privacy and security of your home.

Getting Started

Get convenient access to 98point6, Doctor On Demand or Talkspace by downloading their apps on the App Store or Google Play, or by clicking the links below:

[98point6](#)

[Doctor on Demand](#)

[Talkspace](#)

Want to find out more? Ask your HR representative for more information or log in to your account at premera.com.

*If you already have the 98point6 or Doctor On Demand apps downloaded, you can continue using as is. You are not required to access through the Premera app.

Discrimination is Against the Law

Premera Blue Cross (Premera) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Premera does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Premera provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact the Civil Rights Coordinator. If you believe that Premera has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator – Complaints and Appeals, PO Box 91102, Seattle, WA 98111, Toll free: 855-332-4535, Fax: 425-918-5592, TTY: 711, Email AppealsDepartmentInquiries@Premera.com.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Language Assistance

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-722-1471 (TTY: 711).

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 800-722-1471 (TTY : 711)

。 **CHÚY:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-722-1471 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-722-1471 (TTY: 711) 번으로 전화해 주십시오.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-722-1471 (телетайп: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

Tumawag sa 800-722-1471 (TTY: 711).

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 800-722-1471 (телетайп: 711).

ប្រយ័ត្ន: បរើសិនជាអ្នកនិយាយភាសាខ្មែរ, បសវនករយុទ្ធសាស្ត្រនៃក្រុមហ៊ុនប្រេមេរ៉ា ប្រើប្រាស់សេវាជំនួយភាសាដោយមិនគិតថ្លៃ។ ចូរទូរស័ព្ទលេខ 800-722-1471 (TTY: 711)។

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。800-722-1471 (TTY:711) まで、お電話にてご連絡ください。

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 800-722-1471 (ማስማት ለተሳናቸው: 711)።

XIYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 800-722-1471 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية متوافر لك بالمجان. اتصل برقم 800-722-1471 (رقم هاتف الصم والبكم: 711).

ਪਿਆਨ ਧਿਉ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸੇਵਾ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 800-722-1471

(TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.

Rufnummer: 800-722-1471 (TTY: 711).

ໂບດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 800-722-1471 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-722-1471 (TTY: 711).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-722-1471 (ATS : 711). UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-722-1471 (TTY: 711). ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-722-1471 (TTY: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-722-1471 (TTY: 711).

نوجہ: اگر بہ زبان نارسى کُنگو مى گزید، نس هزالت زبانى بصورت رایگان برای شما فراهم مى باشد. با 800-722-1471 تماس بگیرید.

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