



New York State Correctional Officers & Police Benevolent Association

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(518) 427-1551 www.nyscopba.org nyscopba@usa.net



TO: NYSCOPBA Members

FROM: Sharon Smith, Health Benefits Specialist

DATE: March 26, 2020

RE: Telemedicine Pilot Program Update

We have already received an update on the Telemedicine Pilot Program concerning mental health services (not medical services).

The instructions for mental health scheduling have changed. Members will be required to enter a credit card when they schedule an appointment. The card will only be charged a \$25.00 copay if the member does **not** cancel their scheduled appointment within the 24-hour cancellation period. The coupon code will apply as payment when the appointment is held and ready to start.

We have attached a sample of the process to obtain mental health services on www.empireblue.com/nys.

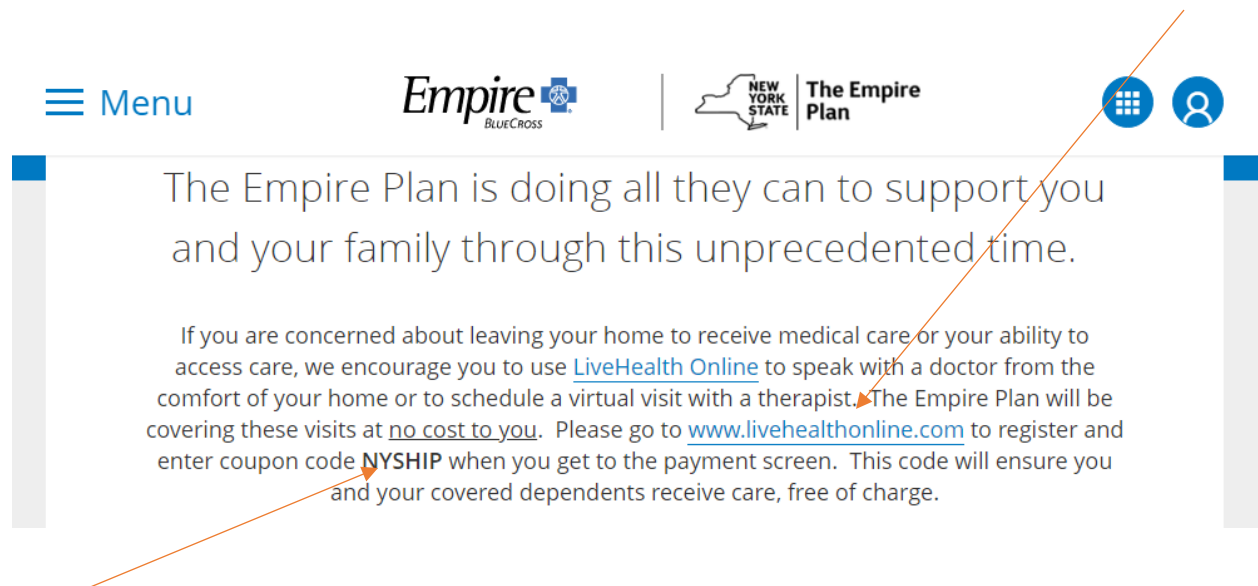
You can contact Empire BlueCross/Blue Shield at 1-877-769-7447, Option 2, with any questions.

SS
Attachment

cc: NYSCOPBA Executive Board
NYSCOPBA Jt. Committee on Health Benefits

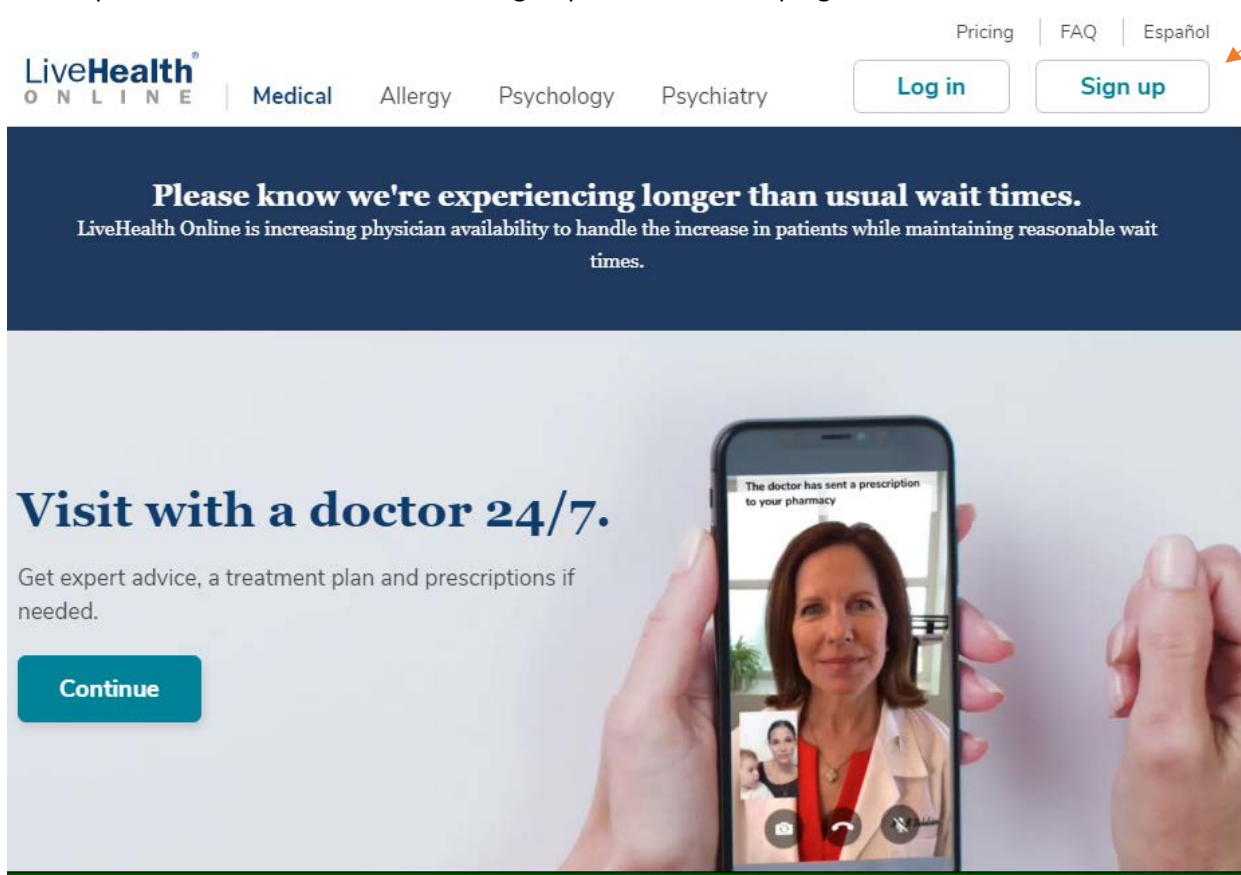
INSTRUCTIONS FOR MEDICAL VISIT, [CLICK HERE](#) FOR INSTRUCTIONS FOR THERAPIST VISIT

Step 1: Go to Empire Plan custom microsite – www.empireblue.com/nys On this screen, you will see the below screen which will have links to the LiveHealth Online website as well as the coupon code needed to access care, free of charge.




March 26, 2020

Step 2: When member clicks on link to LiveHealth Online (www.livehealthonline.com), below screen will come up. Member will then click on the Sign Up button in the top right corner of the screen.



Step 3: At this screen, member will begin the Sign Up process



Sign Up Now

LiveHealth Online brings the doctor to you! Create an account today so you can connect with a doctor.

Please know we're experiencing longer than usual wait times as more cases of COVID-19 are diagnosed in the United States.

If you're having a medical emergency, call 911.

[Learn More >](#)

LiveHealth ONLINE

☐ I agree to these [Terms of Use and Privacy Policy](#).

[Sign Up](#)

Already have an account? [Log In](#)

✓ [Get Started](#) [Your Visit](#) [Pharmacy](#) [Payment](#) [Your Provider](#)

Your Visit

What would you like to discuss today?

- | | |
|--|---|
| <input type="checkbox"/> Cold | <input type="checkbox"/> Other |
| <input type="checkbox"/> Fever | <input type="checkbox"/> Rash |
| <input type="checkbox"/> Flu-Like Symptoms | <input type="checkbox"/> Stomachache |
| <input type="checkbox"/> Headache | <input type="checkbox"/> <input type="text" value="Other"/> |

What is your current physical address in the event of a medical emergency?

Are you allergic to any medications?

Are you now or could you be pregnant?

✓ Get Started

Your Visit

Pharmacy

Payment

Your Provider



Medical History

CONDITIONS

Have you ever been diagnosed with any of the following conditions?

- | | |
|---|---|
| <input type="checkbox"/> Alcohol Use Disorder | <input type="checkbox"/> Fibromyalgia |
| <input type="checkbox"/> Allergies | <input type="checkbox"/> Gastrointestinal Bleeding |
| <input type="checkbox"/> Anxiety | <input type="checkbox"/> Glaucoma |
| <input type="checkbox"/> Arthritis | <input type="checkbox"/> Gout |
| <input type="checkbox"/> Asthma | <input type="checkbox"/> Headaches |
| <input type="checkbox"/> Atrial Fibrillation | <input type="checkbox"/> Hearing Loss |
| <input type="checkbox"/> Attention Deficit Disorder | <input type="checkbox"/> Heart Disease |
| <input type="checkbox"/> Back Pain | <input type="checkbox"/> Heartburn, Reflux |
| <input type="checkbox"/> Bipolar Disorder | <input type="checkbox"/> High Blood Pressure/Hypertension |
| <input type="checkbox"/> Blood Clots | <input type="checkbox"/> High Cholesterol |
| <input type="checkbox"/> Breast Disease | <input type="checkbox"/> Immune Deficiency |
| <input type="checkbox"/> Cancer | <input type="checkbox"/> Irritable Bowel Syndrome |
| <input type="checkbox"/> Chronic Fatigue Syndrome | <input type="checkbox"/> Kidney Stones |
| <input type="checkbox"/> Chronic Kidney Disease | <input type="checkbox"/> Macular Degeneration |
| <input type="checkbox"/> Chronic Liver Disease | <input type="checkbox"/> Migraine |

✓ Get Started ✓ Your Visit **Pharmacy** Payment Your Provider

Pharmacy

Where would you like prescriptions sent?

☒ **CVS/pharmacy #0375**
RETAIL
260 DELAWARE AVENUE
DELMAR, NY 12054
(518) 439-0516

☐ Another Pharmacy

Back


Continue

Enter your Empire Plan ID number
from your ID card.

✓ Get Started ✓ Your Visit ✓ Pharmacy **Payment** Your Provider

Insurance

☒ **I have insurance**
Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.

Health plan 

☐ I don't have insurance

☐ My plan isn't listed / Prefer not to answer

Continue

✓ Get Started

✓ Your Visit

✓ Pharmacy

Payment

Your Provider

☰

Payment

You're about to be connected with a highly qualified provider. Please enter your payment information below.

Your Cost: **\$59.00**

Apply

Price includes only the cost of your visit. The cost of any medications or treatments prescribed as a result of your visit is not included.

Credit Card Information

Visa

MasterCard

Discover

Amex

▼

▼

Billing Address

Enter Coupon Code here

✓ Get Started

✓ Your Visit

✓ Pharmacy

Payment

Your Provider

☰

Payment

You're about to be connected with a highly qualified provider. Please enter your payment information below.

Your Cost: **\$0.00**

Apply

Coupon applied.

Price includes only the cost of your visit. The cost of any medications or treatments prescribed as a result of your visit is not included.

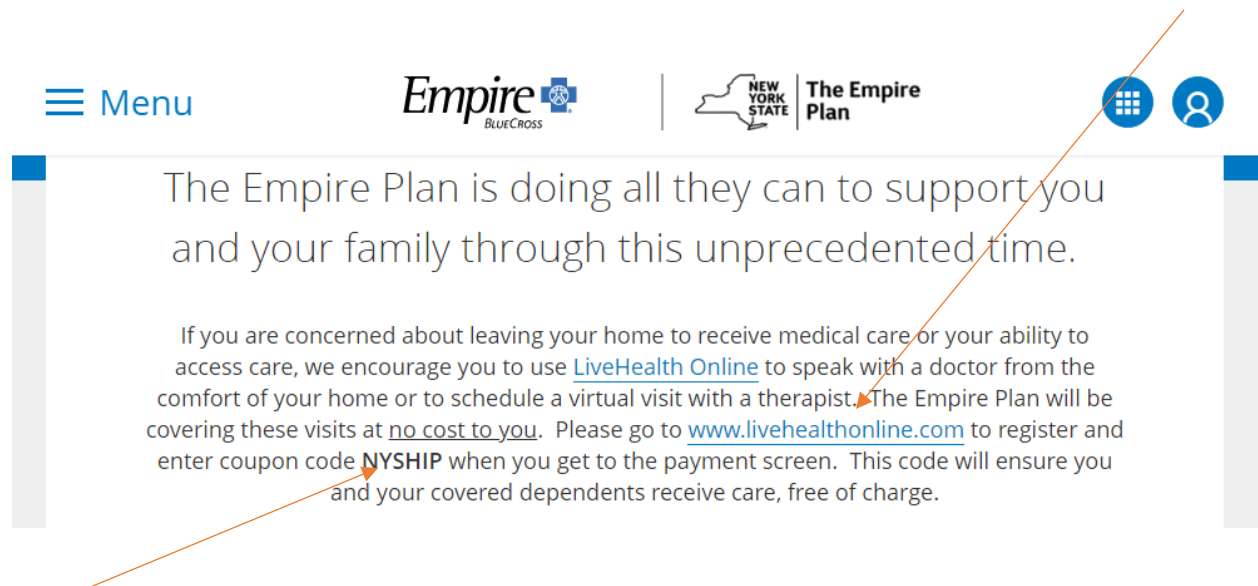
Cancel

Continue

Once Coupon Code entered,
cost of visit will drop to \$0

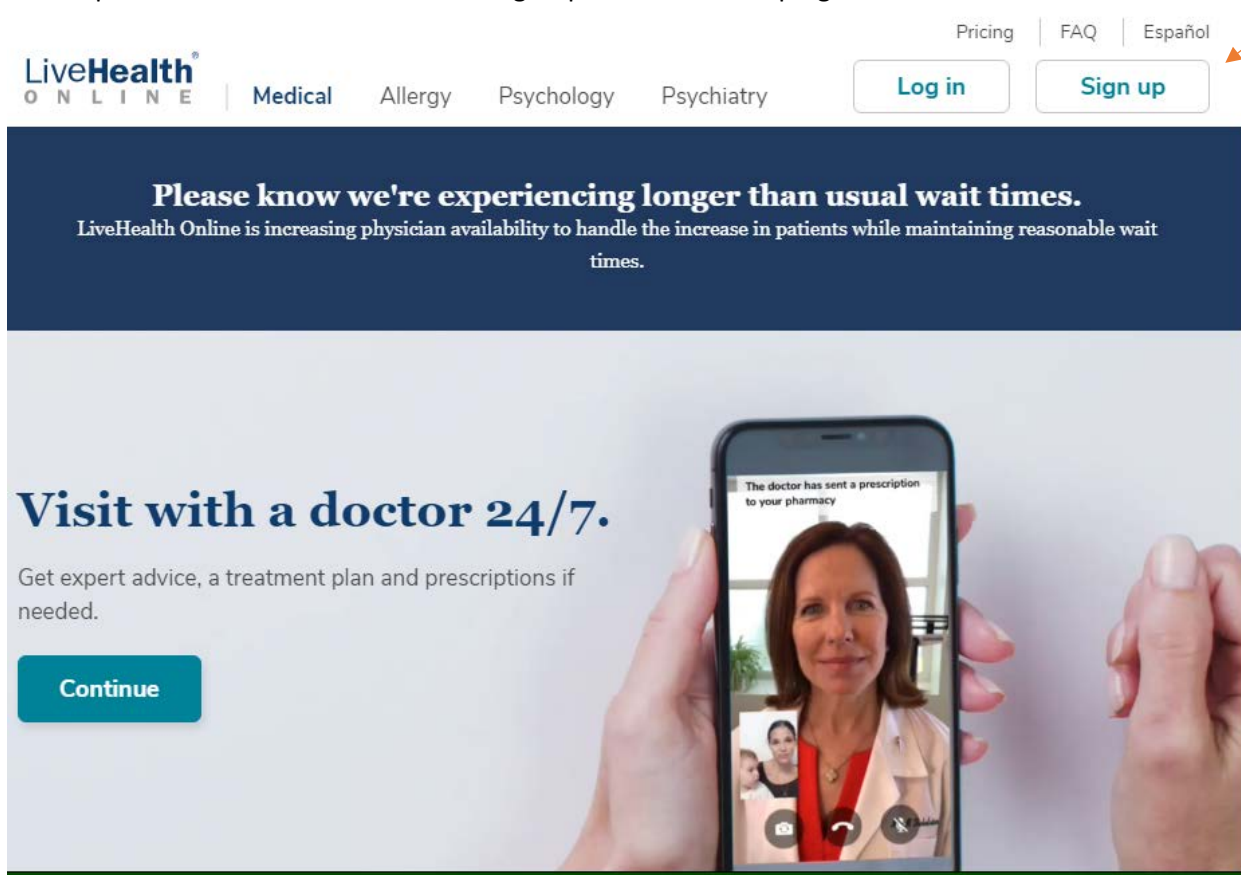
INSTRUCTIONS FOR THERAPY VISIT

Step 1: Go to Empire Plan custom microsite – www.empireblue.com/nys On this screen, you will see the below screen which will have links to the LiveHealth Online website as well as the coupon code needed to access care, free of charge.

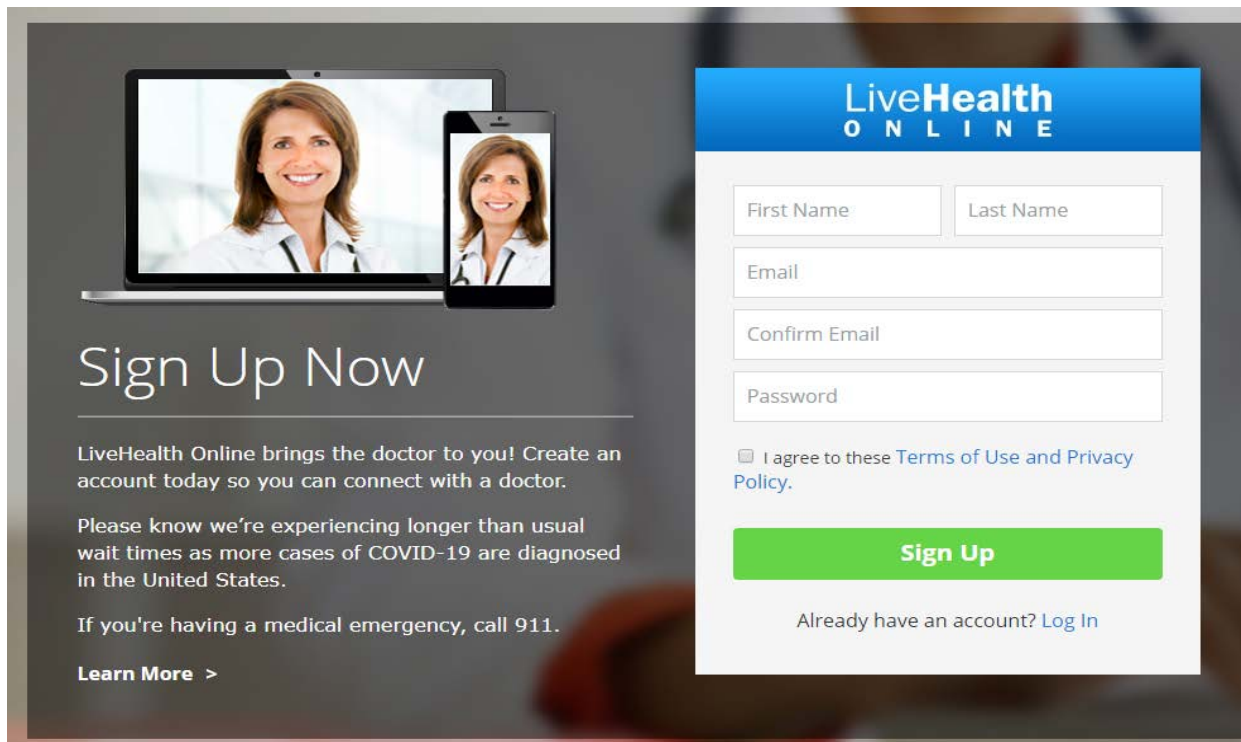


March 26, 2020

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Step 3: At this screen, member will begin the Sign Up process



The banner features a dark grey background. On the left, a laptop and a smartphone both display a smiling female doctor in a white lab coat. To the right of the devices, the text 'Sign Up Now' is written in a large, white, sans-serif font. Below this, three paragraphs of white text provide information about the service, including a note about COVID-19 wait times and a link to 'Learn More'. On the right side of the banner, there is a white sign-up form with a blue header that reads 'LiveHealth ONLINE'. The form includes input fields for 'First Name', 'Last Name', 'Email', 'Confirm Email', and 'Password'. Below these fields is a checkbox for agreeing to the 'Terms of Use and Privacy Policy'. A prominent green 'Sign Up' button is located at the bottom of the form, and a link to 'Log In' is provided for existing users.

Sign Up Now

LiveHealth Online brings the doctor to you! Create an account today so you can connect with a doctor.

Please know we're experiencing longer than usual wait times as more cases of COVID-19 are diagnosed in the United States.

If you're having a medical emergency, call 911.




[Learn More >](#)


LiveHealth ONLINE

☐ I agree to these [Terms of Use and Privacy Policy](#).


[Sign Up](#)

Already have an account? [Log In](#)



[Home](#) [My Providers](#) [My Records](#) [Test My Computer](#) [Add Service Key](#)   





LiveHealth Online
Psychology



Psychologists and Therapists are here to help if you're feeling stressed, anxious or need to talk to someone. Please call 1-888-548-3432 7am – 11pm to schedule an appointment or click on the Appointment tab. Online [More](#) 

Schedule an Appointment

 Choose by Date 

 Choose by Provider 

Schedule an Appointment

 Choose by Date 


March 2020

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April 2020

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Thursday, March 26, 2020






Nicole Daisy-Etienne
Psychologist
[View Profile >](#)
Visit Cost: \$95.00
may be covered by your insurance or employer

9:00 PM

10:00 PM

11:00 PM

 CLOSE

 Choose by Provider 

Visit cost will be waived at the time of the therapist visit once coupon code is entered on the payment screen.

Schedule Appointment

Thursday, March 26, 2020 at 9:00 PM EDT with Nicole V. Daisy-Etienne, Psychologist

Who is this visit for?

- ☒ Myself
- ☐ My child

What phone number should a provider call for follow-up, if needed?*

Back

Continue

If you prefer to schedule by phone, call 1-888-LiveHealth (1-888-548-3432).

Schedule Appointment - Payment Method

Thursday, March 26, 2020 at 9:00 PM EDT with Nicole V. Daisy-Etienne, Psychologist

Appointment Cancellation Policy: You may be charged \$25 if you miss this appointment or cancel the appointment with less than 24 hours' notice. If you need to reschedule or cancel your appointment, visit us online or by calling 1-888-LiveHealth.

Credit Card Information

- ☒ Use credit card ending in 5818
- ☐ Use a different credit card

Back

Continue

If you prefer to schedule by phone, call 1-888-LiveHealth (1-888-548-3432).

Credit card information required to secure appointment. Credit card will not be charged when scheduling appointment. Credit card will only be charged if appointment is not cancelled within 24 hours.

Appointment Details



Nicole V. Daisy-Etienne

Psychologist

9:00 PM EDT

Thursday, March 26, 2020

Cancel

Schedule Appointment

If you prefer to schedule by phone, call 1-888-LiveHealth (1-888-548-3432).