



New York State Correctional Officers & Police Benevolent Association

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TO: NYSCOPBA Members

FROM: Sharon Smith, Health Benefits Specialist

DATE: March 26, 2020

RE: Telemedicine Pilot Program Immediately Available through the Empire Plan

NYSCOPBA has agreed to a Telemedicine Pilot Program through the Empire Plan effective immediately and ending December 31, 2020 (negotiations will continue throughout 2020 to continue the program into 2021). This pilot program has no cost-sharing, meaning no copay.

Medical and mental health services are available 24/7 through the hospital program - BlueCross/BlueShield. Members must go to www.empireblue.com/nys to access the link and obtain a coupon code. The coupon code should be entered in the payment section. Attached is a sample of the process to obtain services.

Civil Service has posted the following message on "NYSHIP Online" and will send a notice to Health Benefits Administrators for distribution. A postcard will also be sent to members' homes.

"The Empire Plan is doing all they can to support you and your family through this unprecedented time and is introducing a new telemedicine benefit to help you access health care services remotely. LiveHealth Online lets you stay home and have a video visit with a board-certified doctor or licensed therapist on your smartphone, tablet or personal computer.

If you are concerned about leaving your home to receive medical care or your ability to access care, the Empire Plan will cover telehealth visits at no cost to you. Register or login at www.empireblue.com/nys to get a coupon code to cover the full cost of your LiveHealth Online visit."

This program is available through the Empire Plan only. Members covered under a NYSHIP HMO should contact their carrier to see whether such a program is available.

As with any new program, issue/questions may arise. Members can contact Empire BlueCross/Blue Shield (1-877-769-7447, Option 2) or me to address those issues/questions.

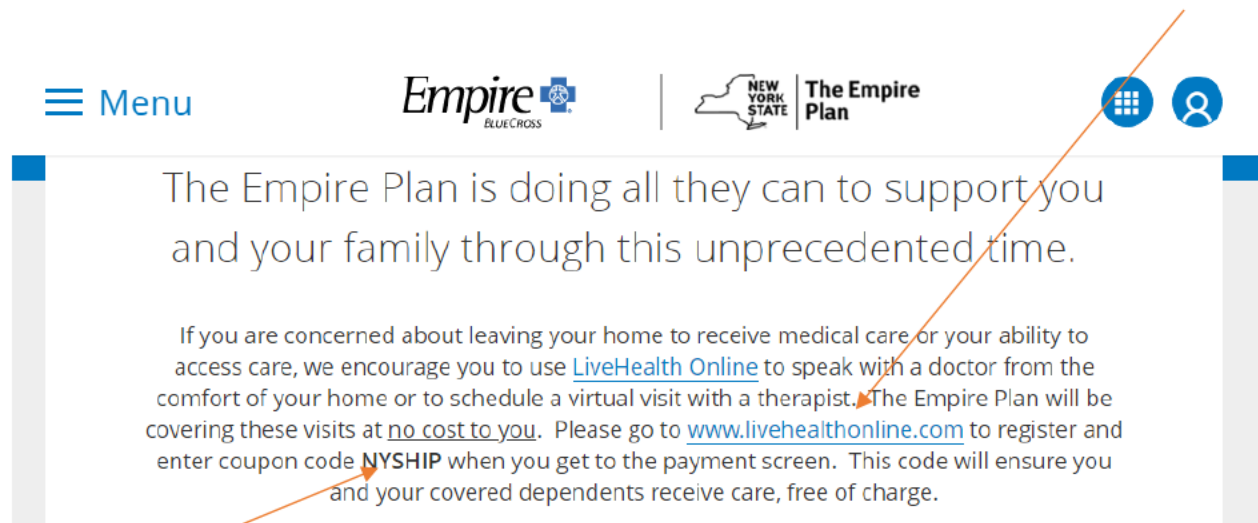
Be safe!

ss

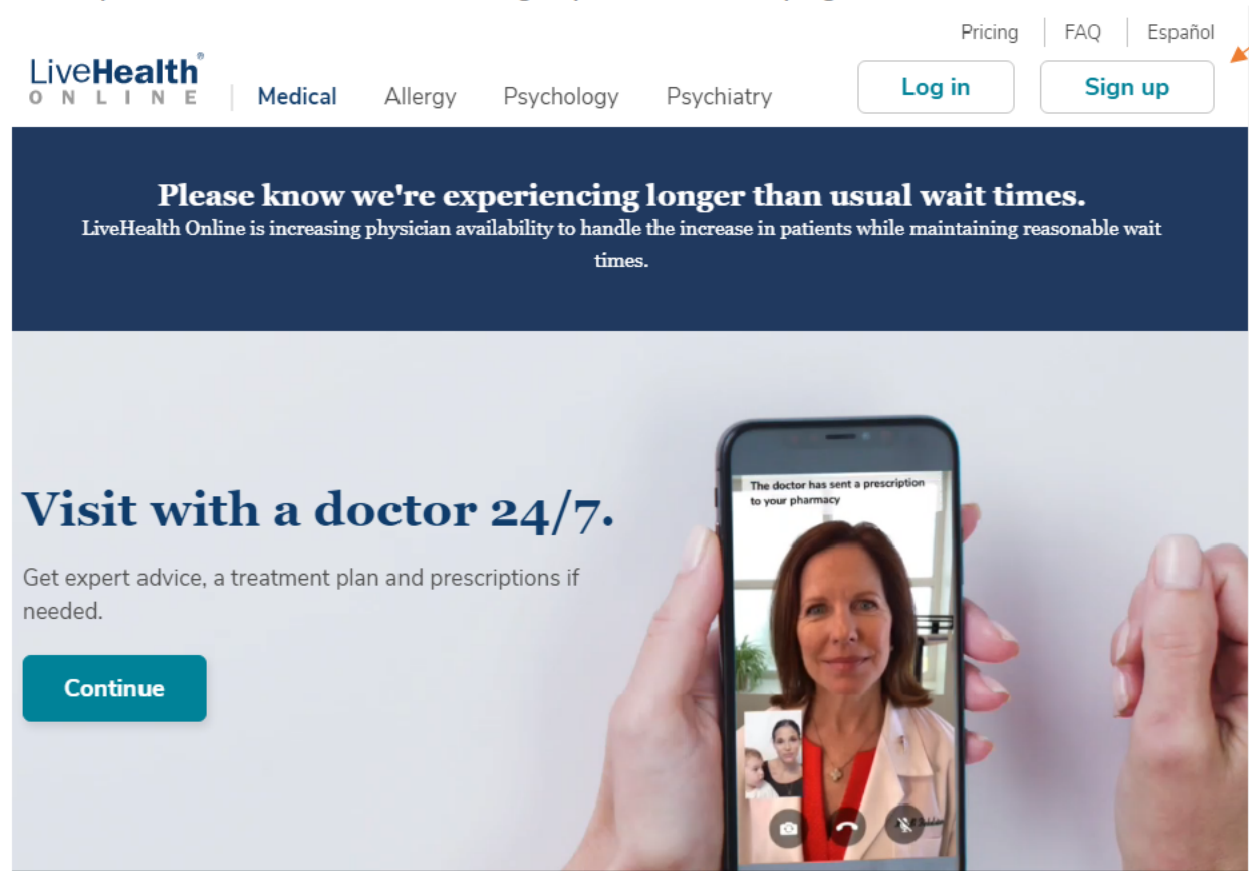
Attachment

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

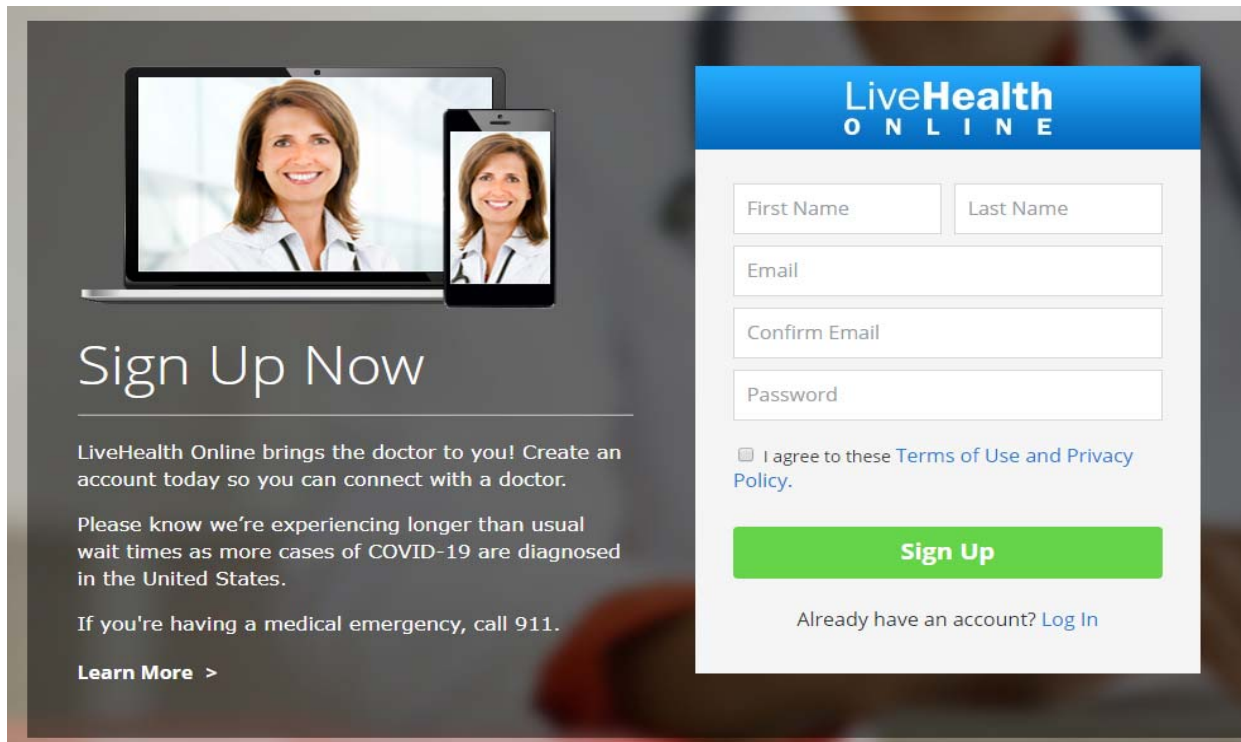
Step 1: Go to Empire Plan custom microsite – www.empireblue.com/nys On this screen, you will see the below screen which will have links to the LiveHealth Online website as well as the coupon code needed to access care, free of charge.



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



The image shows the 'Sign Up Now' screen for LiveHealth Online. On the left, there's a graphic with a laptop and a smartphone, both displaying a smiling female doctor. Below this, the text reads: '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.', and a 'Learn More >' link. On the right, there's a registration form with fields for 'First Name', 'Last Name', 'Email', 'Confirm Email', and 'Password'. Below these fields is a checkbox for 'I agree to these Terms of Use and Privacy Policy.' and a green 'Sign Up' button. At the bottom right, there's a link: 'Already have an account? Log In'.

LiveHealth
O N L I N E

First Name Last Name

Email

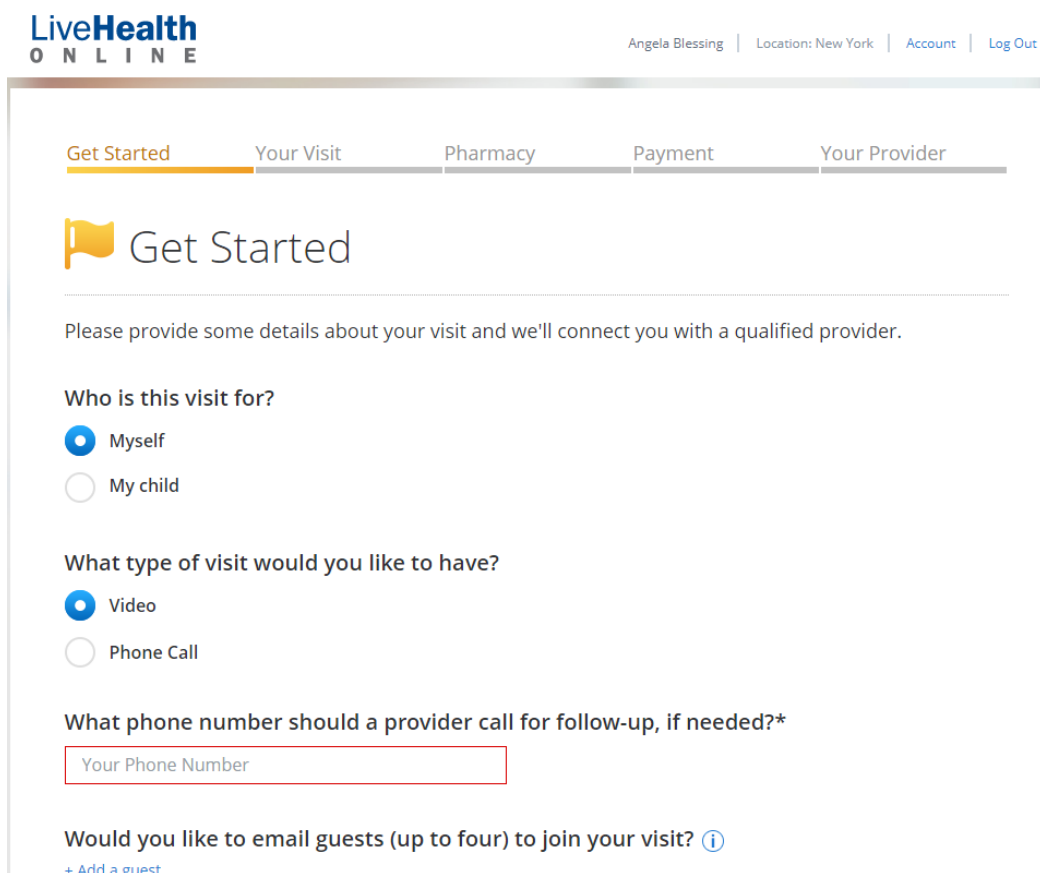
Confirm Email

Password

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

Sign Up

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



The image shows the 'Get Started' screen for LiveHealth Online. At the top, there's a navigation bar with the 'LiveHealth O N L I N E' logo on the left and user information on the right: 'Angela Blessing | Location: New York | Account | Log Out'. Below the navigation bar is a progress bar with five steps: 'Get Started' (highlighted in orange), 'Your Visit', 'Pharmacy', 'Payment', and 'Your Provider'. The main heading is 'Get Started' with a flag icon. Below this, the text says: 'Please provide some details about your visit and we'll connect you with a qualified provider.' The form has three sections: 1. 'Who is this visit for?' with radio buttons for 'Myself' (selected) and 'My child'. 2. 'What type of visit would you like to have?' with radio buttons for 'Video' (selected) and 'Phone Call'. 3. 'What phone number should a provider call for follow-up, if needed?*' with a text input field labeled 'Your Phone Number'. At the bottom, there's a question: 'Would you like to email guests (up to four) to join your visit?' with an information icon and a '+ Add a guest' link.

LiveHealth
O N L I N E

Angela Blessing | Location: New York | [Account](#) | [Log Out](#)

Get Started

Please provide some details about your visit and we'll connect you with a qualified provider.

Who is this visit for?

☒ Myself

☐ My child

What type of visit would you like to have?

☒ Video

☐ Phone Call

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

Your Phone Number

Would you like to email guests (up to four) to join your visit? ⓘ

[+ Add a guest](#)

✓ Get Started

Your Visit

Pharmacy

Payment

Your Provider

Your Visit

What would you like to discuss today?

☐ Cold

☐ Fever

☐ Flu-Like Symptoms

☐ Headache

☐ Other

☐ Rash

☐ Stomachache

☐ Other

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

Your Answer

Are you allergic to any medications?

Your Answer

Are you now or could you be pregnant?

Your Answer

✓ Get Started

Your Visit

Pharmacy

Payment

Your Provider



Medical History

CONDITIONS

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

☐ Alcohol Use Disorder

☐ Allergies

☐ Anxiety

☐ Arthritis

☐ Asthma

☐ Atrial Fibrillation

☐ Attention Deficit Disorder

☐ Back Pain

☐ Bipolar Disorder

☐ Blood Clots

☐ Breast Disease

☐ Cancer

☐ Chronic Fatigue Syndrome

☐ Chronic Kidney Disease

☐ Chronic Liver Disease

☐ Fibromyalgia

☐ Gastrointestinal Bleeding

☐ Glaucoma

☐ Gout

☐ Headaches

☐ Hearing Loss

☐ Heart Disease

☐ Heartburn, Reflux

☐ High Blood Pressure/Hypertension

☐ High Cholesterol

☐ Immune Deficiency

☐ Irritable Bowel Syndrome

☐ Kidney Stones

☐ Macular Degeneration

☐ Migraine

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

Pharmacy

Where would you like prescriptions sent?



CVS/pharmacy

RETAIL



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

Payment

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

Your Cost: **\$59.00**

COUPON CODE

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



Name on Card

Credit Card Number

Security Code

Month

Year

Billing Address

Enter Coupon Code here

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

Payment

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

Your Cost: **\$0.00**

NYSHIP

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