



-more convenient access to your providers-

This confidential video and telephonic service provides our Group and Individual plan Members with increased treatment access for the full range of mental health and substance use disorders.

In partnership with American Well, Health Options Online provides a convenient way for you to quickly see a provider for an appointment with a psychiatrist or therapist.

This easy-to-use program:

Reduces the need for Members to travel long distances to see a mental/behavioral health practitioner.

Increases access to current providers – while making additional psychiatrists and therapists available.

Provides Members with another option to quickly see a psychiatrist for a follow-up visit after discharge from the hospital.

Helps employers support their employees with a convenient, confidential way to obtain behavioral health support.

This increased access is only available through Health Options Online, a new fully interactive, HIPAA-compliant platform where Members can meet with providers by way of an internet connection. Any device can be used (smartphone, tablet/ iPad, computer, etc.) that has video + audio capability.

When accessing services via Health Options Online, you will see two virtual practice sites.

- ▶ A Behavioral Health Psychiatry site that provides you access to doctors who manage and prescribe medications related to mental/behavioral health.
- ▶ A Behavioral Health Counseling site that provides you access to practitioners who deliver counseling and therapy services.

Member cost sharing (co-pay/ded/coins) is applied for all visits, and payment will be required prior to the appointment. Some plans have the benefit of no out-of-pocket costs for the first three mental/behavioral health visits. This benefit also applies to visits completed by way of Health Options Online. Please visit HealthOptions.org for more details on your coverage.

HealthOptions.org | (855) 624-6463

For more detailed information about our health plans or to review our Member Benefit Agreement and Schedule of Benefits, Provider Directory, Prescription Formulary, or Privacy Notice, please visit our website at HealthOptions.org. If you do not have access to computer or internet services, please call (855) 624-6463. A Member Services Associate will be happy to provide you with printed copies and answer any questions you may have.

Community Health Options complies with applicable Federal civil rights law and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (855) 624-6463 (TTY/TDD: 711)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (855) 624-6463 (TTY/TDD: 711)



-frequently asked questions-

What is Health Options Online?

Health Options Online is a telemedicine service that uses telecommunication and information technology to provide clinical health care from a distance. It has been used to overcome distance barriers and to improve access to behavioral health services that are not always available.

What is telemedicine?

Telemedicine is the remote delivery of healthcare services using common technology. It allows healthcare providers to evaluate, diagnose, and treat patients using technologies, such as video conferencing and smartphones without the need for an in-person visit.

What kind of providers am I able to see?

You are able to see various Health Options Online providers, including psychiatrists, therapists, and counselors.

Will I need any special equipment?

You will not need any special equipment. An audio and video device with an internet connection may be used. Common devices include your smartphone, tablet, or computer.

Can I call and see a provider immediately?

You will need to schedule your appointment within the Health Options Online portal. Within the portal, you can select a time that meets your needs.

Is this a covered service?

Yes, Health Options Online is a behavioral health service. Based on your plan design, cost sharing will be applied prior to your appointment. For more information, please consult your schedule of benefits found in your Member portal.

As a Member, how do I use Health Options Online?

Follow these below steps:

1. Visit your Member portal at <https://healthoptions.org/MemberDashboard> and go to "Health & Wellness." Click on the "Learn More" button under Health Options Online.
2. Register by providing standard information and input the service key to gain access to Health Option's custom homepage. NOTE: The service key is available in your Member portal on the Health Options Online page.

3. Select the online practice that best fits your healthcare needs: Behavioral Health Psychiatry or Behavioral Health Counseling.

4. Select a provider based on your preferences and his/her availability.

5. Approximately 10-15 minutes before your appointment, sign into the Health Options Online and complete the intake process.

6. Get the support you need by visiting with a provider.

How is my cost share displayed?

At the time of appointment, your cost share will automatically display based on your plan design and how much you have spent to date for your deductible, coinsurance, and copay.

How do I pay my cost share and what payment types do you accept?

After answering a few questions about the purpose of your visit, you'll be directed to the payment option. Select "Health Options" as your plan. Your cost share will be automatically calculated. You may pay using any major credit, debit card or your HSA debit card.

Can I access Health Options Online via an app?

Yes, a free app is available for Apple and Android devices. Visit your phone's app store and search "Amwell: Doctor Visits 24/7", select the app here ▶



Amwell: Doctor Visits 24/7
American Well
#1 in Medical
★★★★★ 4.7, 2.3K Ratings
Free

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