

# Well360 Virtual Health

PERSONALIZED CARE WHEN  
AND WHERE YOU WANT IT.



---

## No more waiting rooms, no more waiting to schedule.

Get care when and where you need it with Well360 Virtual Health. This solution lets you talk with a board-certified doctor in your area right away. Just log in to connect. **IMPORTANT:** You still have access to the quality care through Amwell® providers. Well360 Virtual Health will be available **01/01/22** and will replace amwell.com and the Amwell app.

### Well360 Virtual Health gives Highmark members 24/7 access from anywhere for:

#### Urgent Care

Skip the waiting room and see a doctor virtually for non-urgent conditions like pink eye, sinus infections, rashes, strep throat, and UTIs. A doctor can diagnose, treat, and prescribe medication for common illnesses and problems.

#### Behavioral Health Therapy

If seeing a behavioral health specialist is more comfortable for you virtually, or if you can't connect with your regular provider, Well360 Virtual Health can help you schedule an appointment for help with concerns like anxiety, depression, or insomnia.

#### Psychiatry

Easily schedule a virtual appointment with a psychiatrist for prescription medications, psychiatric assessments, or help with any mental health needs.

Register on **Well360VirtualHealth.com** or log in if you are already using the Amwell® site. Once you're logged in, you will be asked to update your password and your medical history. You will also be asked to download the Well360 Virtual Health app. The Well360 Virtual Health app can be found anywhere you typically download apps.

Amwell is a trademark of American Well Corporation and may not be used without written permission.

American Well is an independent company that provides telemedicine services and does not provide Blue Cross and/or Blue Shield products or services. American Well is solely responsible for their telemedicine services.

To determine the availability of services under your health plan, please review your member materials for details on benefits, conditions and exclusions or call the number on the back of your ID card.

Health benefits or health benefit administration may be provided by or through Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage, Highmark Benefits Group, First Priority Health or First Priority Life, all of which are independent licensees of the Blue Cross Blue Shield Association.

---

## On or after January 1, 2022

Register or schedule an appointment at **Well360VirtualHealth.com** or download the Well360 Virtual Health app.

---

### Enclosed Well360 Virtual Health Window Sticker

**Be on the look out in 2022 for more information regarding Well360 Virtual Health. In the meantime we wanted to provide the **ENCLOSED WINDOW STICKER**, as a gift and to serve as a reminder of this benefit update. We hope you enjoy and continue to use your Virtual Health Benefit.**

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。  
请拨打您的身份证背面的号码（TTY：711）。

