

# 2016 Montana Medical Association Annual Membership and Board of Trustees Meeting

## Blue Cross Blue Shield of Montana Telemedicine Update

September 9, 2016

**Presented by: Paul Pedersen**  
**Senior Director, Provider Network Management**

# Virtual Visits *Overview*

BCBSMT's virtual visit solution, powered by MDLIVE, provides the ability for members to virtually visit with a physician by online video for non-emergency medical and behavioral health needs.

## VIRTUAL CARE, EVERYWHERE...



Home /  
Remote Site



Self-Insured  
Employer



School



Rural Site

### Valuable Benefits Include:

#### Improved Access

- 24/7 real-time clinical care
- Reduced wait and travel times

#### Cost Savings

- Costs less than an in-person visit
- Redirection of unnecessary ER and Urgent Care visits

#### Improved Health

- Additional care management opportunity
- Ability for providers to e-prescribe, when appropriate

# 94%

Of member issues are resolved during the initial visit

A **\$40 virtual visit** costs on average:



**\$85 LESS THAN**  
a PCP visit



**\$250 LESS THAN**  
Urgent Care



**\$950 LESS THAN**  
an ER visit

# Virtual Visits

## *Product Details*

Recognizing the need to improve our ability to respond to the market need, BCBSMT is in the process of implementing an integrated solution for 1/1/2017.

### **Our 2017 Offering Provides:**

- Seamless access to the virtual visit portal from Blue Access for Members<sup>SM</sup> (BAM) and BAM Mobile app
- Integration with BCBSMT transparency products\*
- Shared (BCBSMT and MDLIVE) customer service support
- Co-branded print communications and web portals
- Behavioral Health included\*\*
- Standard billing and reporting with Medical
- BCBSMT manages the contract with MDLIVE

# Virtual Visits

## Conditions

### Non-Emergency Medical Conditions

- Allergies
- Cold and flu
- Diarrhea
- Earache
- Fever
- Headache
- Insect bites
- Nausea
- Pinkeye
- Sore throat

### Pediatric Care

- Cold and flu
- Earache
- Nausea

### Behavioral Health

- Depression and anxiety
- Marital problems
- Child behavior and learning issues
- Financial hardship
- Coping with loss and grief
- Stresses and challenges of everyday life





# Virtual Visits

## Network Details

- BCBSMT currently reimburses local Blue providers for telehealth consults and will continue to do so where the state mandate applies.
- MDLIVE will be treated as another in-network provider / access point for members.
- MDLIVE will have responsibility of individual provider credentialing while BCBSMT will conduct Delegation Oversight for the MDLIVE provider network.
- MDLIVE is recruiting additional providers with licenses in MT to maintain adequate provider availability given the additional MT membership.
- Local Blue providers have the ability to join MDLIVE's network. They can learn more by going to <https://welcome.mdlive.com/providers/become-a-provider-form/>
- Local Blue providers can also purchase MDLIVE's software to offer telehealth services themselves, if they do not currently have the technology available.
- Virtual Visits is available in all HMO and PPO networks, but will *not* be available in the POS networks due to it's narrow / exclusive provider agreements.