



LOCAL 103, I.B.E.W. HEALTH BENEFIT PLAN



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MICHAEL P. DONOVAN, ADMINISTRATOR

March 20, 2020

Dear Local 103 I.B.E.W. Health Plan Participant,

As the situation with coronavirus COVID-19 continues to develop and unfold, the Plan continues to work with vendors and service providers in order to deliver benefits in the safest and most efficient manner possible. Our priority remains to ensure uninterrupted access to care for our participants.

Effective immediately, the Plan will cover telehealth services with current in-network providers, if your provider has the ability to provide such services and is contracted to do so with Blue Cross Blue Shield of Massachusetts.

Additionally, we have been working with Blue Cross Blue Shield of Massachusetts in an effort to provide access for our participants to the telehealth benefit, *Well Connection*, for any services available through that benefit channel. We are happy to report that this benefit option will be available to our participants ***effective April 1, 2020***.

Through this benefit channel, participants can connect with licensed doctors and providers for minor medical and outpatient behavioral health¹ care using live video visits on the device of their choice, from anywhere, including the comfort and safety of home. The doctors and providers in the Well Connection network have an average of 15 years of experience and can look up medical history, diagnose and treat symptoms as well as prescribe medication², if necessary.

To get started,

1. Download the Well Connection app for iOS or Android. You can also go to wellconnection.com
2. Create an account and log in
3. Choose the type of service: medical or behavioral
4. Pick an available provider



As with traditional benefit delivery, copays for telehealth services will be waived for testing, treatment, counseling, vaccination (once available), and other COVID-19 care. Normal copays will apply for all other telehealth services.

Please contact the Trust Funds Office if you have questions or concerns.

Sincerely,

Michael P. Donovan
Administrator

1. Modern Assistance Programs remains the sole provider of pre-authorization review for inpatient mental health and substance use admissions, including partial hospitalization and intensive outpatient programs for substance use and mental health.
2. Controlled substances will not be prescribed online through this service.