

A virtual health solution for 24/7 on-demand access to urgent care



*Available since January 2022

Overview

- Well360 Virtual Health powered by American Well (Amwell) gives eligible, fully-insured commercial, Medicare Advantage, ASO, and individual and small group ACA patients virtual access to high-quality providers
- Patients can get care for chronic and acute conditions, avoiding costly emergency department, urgent care and inpatient utilization
- Well360 Virtual Health may help patients get care earlier, before their condition becomes severe, requiring more costly interventions

Services and Eligibility

- Well360 Virtual Urgent Care provides 24/7 on-demand care
- Suitable for:
 - Cold/flu symptoms
 - Pink eye
 - Rashes
 - Sinus infections
 - Strep throat,
 - Urinary tract infections (UTIs)

What Does This Mean to You?

- Well360 Virtual Health provides greater access to care between office visits, allow patients to be seen by specialists that typically have long wait times or are hard to schedule with
- Ideal for patients who prefer virtual care, live in rural areas or need out of town/after-hours care
- Patients' visit summaries can be shared with their PCP

How can my patients access Well360 Virtual Health?

- Eligible patients will receive outreach via mail, email and, in some cases, SMS (text).
- Patients can access Well360 Virtual Health through their Highmark member portal

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