

# **WellNow Urgent Care**

## Out-of-Network with Excellus BCBS effective January 1<sup>st</sup>, 2024

WellNow Urgent Care has made a decision to leave the Excellus BlueCross BlueShield (BCBS) provider network effective Monday, January 1, 2024. This will only affect members utilizing WellNow in the Excellus 31-county area (i.e. doesn't impact Buffalo, Albany or states outside of NY). Excellus BCBS is prepared to assist members with questions about their health benefits and options for care.

### **Options Moving Forward:**

The Madrid Waddington CSD Health Plan has a copay of \$100 that members will pay for seeking care at an emergency room as opposed to a \$30 copay for care at an Urgent Care Facility for an event that is not deemed an emergency. We want to encourage members to only use the Emergency Room (ER) for true emergencies.

A microsite has been created to help Excellus BCBS members find options for care, please visit [ExcellusBCBS.com/CareOptions](https://ExcellusBCBS.com/CareOptions). This website includes:

- Details on why your primary care provider should usually be your first call for care
- A list of in-network urgent care providers by county

### **Utilizing Out-of-Network Providers:**

If you go to an out-of-network provider such as WellNow, you will likely be asked to pay up front at time of service for the full cost of any services rendered. *Please note, your out-of-pocket maximums exclude balances over the allowable expenses and non-covered services. Also, you will have a separate deductible and out of pocket maximum that will need to be considered.* Wellnow (and other OON providers) may submit the claim to Excellus as an out-of-network benefit on your behalf. It is best practice to confirm any provider will submit to your insurance at the time of service. If they will not submit the service as an out-of-network claim, you have two options:

1. Log into your [ExcellusBCBS.com/member](https://ExcellusBCBS.com/member) account and visit the "Submit Claims" page.
2. Download and mail in a "Medical or Vision Claim Form" from [ExcellusBCBS.com/contact/print-forms](https://ExcellusBCBS.com/contact/print-forms).

Members can log in to their online account to view plan coverage or call the Excellus BCBS Customer Care phone number on the back of their member card with questions.

### **Another solution:**

For general medicine and mental health services, Madrid Waddington CSD members have access to **FREE** 24/7 visits with board certified doctors through MD Live. Please see details on the next page and register for yourself and any family members enrolled in the health plan if you have not already done so.

# \$0 TELEMEDICINE COPAY

Telemedicine gives you fast access to medical and behavioral health care 24/7/365, from the comfort of your home, desk, hotel or dorm room. Through our partnership with MDLIVE, you'll receive the same quality of care you receive from your own doctor, but more conveniently via your phone, tablet, or computer.

Here are some of the common medical conditions treated with telemedicine:

## Adults

- Allergies
- Cold and Flu
- Ear Infections
- Fever
- Headache
- Joint Aches and Pains
- Nausea and Vomiting
- Pink Eye
- Rashes
- Sinus Infections
- Sunburn
- Urinary Tract Infections\*

## Children

- Cold and Flu
- Constipation
- Earache\*
- Fever\*
- Nausea and Vomiting
- Pink Eye

**Telemedicine is good for the mind as well as the body** You can also video conference with a psychiatrist or choose from a variety of licensed therapists from the privacy of your own home.



\*MDLIVE does not provide support for urinary tract infections in males; does not provide support for earache conditions for children under 12 years old; does not provide support for fever-related conditions for children under 3 years old.

Excellus BlueCross BlueShield is a nonprofit independent licensee of the Blue Cross Blue Shield Association

B-7176 / 13645-19M



## When do you use telemedicine?

- Instead of going to urgent care or the emergency room for minor and non-life-threatening conditions
- Whenever your primary care doctor is not available
- If you live in a rural area and don't have access to nearby care
- When you're traveling for work or on vacation



## Don't wait until you need it. Here are some easy ways to activate telemedicine today.

**WEB:** Register/Log in at [ExcellusBCBS.com/Member](https://www.excellusbcbs.com/member)

**APP:** Download the MDLIVE app

**TEXT:** Text EXCELLUS to 635483

**VOICE:** Call 1-866-692-5045

Copyright © 2019. All rights reserved. MDLIVE does not replace the primary care physician. MDLIVE is not an insurance product. MDLIVE operates subject to state regulation and may not be available in certain states. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services. MDLIVE phone consultations are available 24/7/365, while video consultations are available during the hours of 7 am to 9 pm ET 7 days a week or by scheduled availability. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use visit [www.mdlive.com/terms-of-use](https://www.mdlive.com/terms-of-use). MDLIVE is an independent company, offering telehealth services in the Excellus BlueCross BlueShield service area. Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex. Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros. 注意：如果您说中文，我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方式。