

## Telemedicine Resources by Insurer

Compiled by Newton HHS on 3/20/20

Newton HHS does not endorse any of the following private insurance plans. The information provided aims to more easily connect members with COVID-19 assistance and general telemedicine resources.

---

### Partners Hotline

Partners HealthCare in Massachusetts is offering a Coronavirus hotline for physicians, patients and members of the public. This centralized call line will serve as a resource for physicians, patients, and members of the public who may have questions about COVID-19. The number to call is **617-724-7000**. The hotline is staffed from 8 a.m. to 8 p.m., seven days a week.

---

### Aetna Health

Aetna Health in Massachusetts is offering free telemedicine visits through June 4, 2020. Members can speak to physicians through the Aetna Health app or Teladoc website (<https://member.teladoc.com/aetna>).

Members can also receive free home deliveries of prescription medications from CVS Pharmacy. Access to free deliveries can be set up at the following link ([https://www.cvs.com/content/delivery?cid=oc\\_aetna\\_covid19\\_032020](https://www.cvs.com/content/delivery?cid=oc_aetna_covid19_032020)).

---

### Blue Cross Blue Shield

Blue Cross Blue Shield of Massachusetts is waiving all copays for COVID-19 testing, counseling, treatment, and vaccines (when available). All medically necessary telephonic and telehealth services will also be covered at no cost to members.

Members can call a dedicated 24/7 COVID-19 help line at **888-372-1970** to speak to a registered nurse.

---

### Fallon Health

Fallon Health is waiving all copays for medically appropriate COVID-19 counseling, treatment, and telehealth services.

Fallon Health in Massachusetts is offering a dedicated hotline to for members to connect with representatives who can address questions about the coronavirus, discuss available benefits, and provide phone numbers for additional help. The number to call is **(1-877-835-8440, TRS 711)**.

### **Harvard Pilgrim Health Care**

Telemedicine services such as video visits with Doctor on Demand are available to members via smartphone, tablet, or computer at no out-of-pocket cost.

(<https://www.doctorondemand.com/>). Mental health services and emotional support options are also available free of charge at the following phone numbers.

Behavioral Health Access Center: **888-777-4752**

United Behavioral Health/Optum's Public Crisis Line: **886-342-6892**

---

### **Tufts Health Plan**

Tufts Health Plan is waiving all out-of-pocket costs for medically appropriate coronavirus testing and counseling. Members can access telemedicine services and connect with a physician through the Teladoc website or app. (<https://www.teladoc.com/coronavirus/>)

For any questions about coronavirus or related health issues members can call also the free 24/7 NurseLine, to speak to a registered nurse. The number to call is **888-697-6546**.

---

If there are further telemedicine resources or private insurers you would like represented in this document please email Newton HHS at [health@newtonma.gov](mailto:health@newtonma.gov).