



Supporting our plan members virtually

In today's health and wellness landscape, it has become increasingly important for plan members to have access to timely, convenient care at their fingertips.

A Willis Tower Watson survey during the COVID-19 pandemic showed that 47 percent of employees said they used telemedicine in 2020, up from 17 percent the year prior¹. Overall, 78 percent of patients expected to use telemedicine even after the pandemic is resolved. Flexibility, saved costs, and quick turnarounds have made the tool a staple for the future.

At AmeriHealth Administrators, we take pride in the ability to offer programs that will maximize our plan members' connection to the virtual health care environment.

We continue to explore options that will better accommodate today's market needs and connect with our plan members' journey to better health, both now and in the future.

Throughout the pandemic, we have worked to ensure all virtual visits with in-network providers were covered so they could continue to meet plan members where they most need it.

MDLIVE utilization

Our telemedicine vendor MDLIVE offers virtual assistance for medical, behavioral health, and dermatology needs.

In January, 100 percent of our MDLIVE patients were in touch with a provider in less than 30 minutes.

Emotional Well-being enhancements

Our digital connectivity also includes the Well-being Platform. Our Well-Being Platform, accessed through the AmeriHealth Administrators plan member portal, is an easy-to-use, integrated suite of online tools that engages plan members and helps them reach wellness goals. We have now added 13 new programs to the Emotional Well-being portion of the platform to satisfy the ever-growing need for emotional and mental wellness.

These programs include topics like managing intense emotions, purposeful relaxation, self-compassion, and being present in the moment – among others.

Virtual wellness reimbursements are now permanent

Did you know that AmeriHealth Administrators plan members can get up to \$150 back when they work out regularly? In 2020, we accommodated the closure of in-person fitness facilities by allowing plan members to submit reimbursements for virtual subscriptions for at-home workouts when they log 120 workouts during a 365-day period.

We are pleased to announce that the virtual aspect of the wellness reimbursement program is now a permanent fixture.

Virtual-tracked workouts can be combined with fitness center workouts. Virtual subscriptions approved for participation include Peloton, MyFitnessPal, Nike Training Club, Polar, and other trackable activities that encompass a fitness facility workout.

For additional information or for materials about these programs, please reach out to Mark Miller at Mark.Miller@AHATPA.com.

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¹Employees flock to virtual health care during pandemic, Willis Towers Watson employee survey finds. Available at: <http://www.willistowerswatson.com/en-US/News/2020/10/employees-flock-to-virtual-health-care-during-pandemic-willis-towers-watson-employee-survey-finds>