

# Do your employees know ? about e-Medicine !



**BlueCross BlueShield  
of Florida**

An Independent Licensee of the  
Blue Cross and Blue Shield Association

# e-Medicine Toolkit

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## e-Medicine

Benefit Administrators – do your employees know about this timesaving service?

- Schedule an appointment with the doctor
- Request a prescription refill
- Find out a lab result
- Create a personal medical record with information on allergies, medications and any health conditions

...and they can do it all online.

With e-Medicine services, through RelayHealth\*, members have secure Internet access to their physician for all of these services plus more!

What your employees pay for online medical evaluations will depend on the benefit plan chosen by your company. Please check with your BCBSF representative for details.

\*Blue Cross and Blue Shield of Florida, Inc. (BCBSF) has entered into a vendor arrangement with RelayHealth® whereby RelayHealth® has agreed to provide BCBSF secure communications between BCBSF, its members and participating physicians. BCBSF has entered into this arrangement to provide a value-added service to its members and participating physicians. BCBSF cannot guarantee or be held responsible for the quality of services provided by RelayHealth®.

## Electronic Letter

Dear Employee:

Did you know you may be able to save time by visiting your doctor online? With e-Medicine through Relay Health®\*, you can communicate with your physician for non-urgent medical conditions through a secure and confidential website.

Blue Cross and Blue Shield of Florida, Inc. is the first health plan in the state to offer this service. With e-Medicine, you can:

- Ask your physician a simple question or request a referral
- Schedule or change an appointment
- Get lab and test results
- Request medication refills that your doctor can send directly to your pharmacy
- Receive targeted preventive care reminders
- Consult with your physician through a webVisit®

Administrative services, such as scheduling or changing an appointment, are free of charge. For an online medical consultation, or webVisit, you'll pay the same out-of-pocket amount as a regular face-to-face office visit. There's no charge for the webVisit if your doctor determines an office visit is needed.

It's easy to get started. Simply visit [www.bcbsfl.com](http://www.bcbsfl.com) and click on **Members**, then the **e-Medicine**, so you can register and take a tour. **Click here** to see if your family's physicians participate in the program—it's noted by their name on our online Provider Directory. Or, simply ask your physician if he or she is enrolled in e-Medicine so you can start using this convenient service today.

If you have questions about e-Medicine, please call the customer service number listed on your Blue Cross and Blue Shield of Florida member ID card. Give e-Medicine a try!

Sincerely,

Your Benefits Administrator

\*Blue Cross and Blue Shield of Florida, Inc. (BCBSF) has entered into a vendor arrangement with RelayHealth® whereby RelayHealth has agreed to provide secure communication to BCBSF members and participating physicians. BCBSF has entered into this arrangement to provide a value-added service to its members and participating physicians. BCBSF cannot guarantee or be held responsible for the quality of services provided by RelayHealth.

◀ You may send this message to employees via email.

[Click here to open file](#)

*(For distribution, you may save it to your hard drive. You can then insert the letter as an attachment to an email that you send to your employees)*



Now you can communicate with your doctor's office at anytime, from anywhere. All you need is a Web browser and a connection to the internet.

#### Frequently asked questions

##### *Why do a webVisit?*

AwebVisit® helps you seek care from your doctor when you have a non-urgent medical need. You will be asked a series of questions about your specific concern. Your answers will help your doctor provide you with the best possible care—and may save you a trip to the office.

##### *Will I be charged for using this service?*

Administrative services, such as scheduling or changing an appointment, are free of charge. For an online medical consultation, or webVisit, you'll pay the same out-of-pocket amount as a regular face-to-face office visit. There's no charge for the webVisit if your doctor determines an office visit is needed.

##### *Is my privacy protected?*

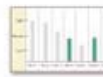
Unlike e-mail, a RelayHealth® message from your doctor's office uses secure technology. Only you, your doctor, and your doctor's authorized staff have access.

##### *How do I get started?*

It's easy! Go to [bcbsfl.com](http://bcbsfl.com) and click on Members, then [e-Medicine](#).



Visit your doctor online—use a webVisit®



Get your lab results



Schedule your next appointment



Refill your medications

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## HTML Message

◀ You may send this message to employees via email.

[Click here to open file](#)

*(Then copy and paste this link into the body of an email to send to your employees)*

## Printed Letter

Dear Employee:

Did you know you may be able to save time by visiting your doctor online? With e-Medicine through Relay Health®\*, you can communicate with your physician for non-urgent medical conditions through a secure and confidential website.

Blue Cross and Blue Shield of Florida, Inc. (BCBSF) is the first health plan in the state to offer members access to secure online communications with their physicians through the Internet. With e-Medicine, you can:

- Ask your physician a simple question or request a referral
- Schedule or change an appointment
- Get lab and test results
- Request medication refills that your doctor can send directly to your pharmacy
- Receive targeted preventive care reminders
- Consult with your physician through a webVisit®
- Create a personal health record

Administrative services, such as scheduling or changing an appointment, are free of charge. For an online medical consultation, or webVisit, you'll pay the same out-of-pocket amount as a regular face-to-face office visit. There's no charge for the webVisit if your doctor determines an office visit is needed.

It's easy to get started. Simply visit [www.bcbsfl.com](http://www.bcbsfl.com) and click on **Members**, then **e-Medicine**. You can register and take a tour—each takes about 4 minutes. Participating physicians are noted in Blue Cross and Blue Shield of Florida's online Provider Directory. Or, you can simply ask your physician if he or she is enrolled in e-Medicine so you can start using this convenient service today.

If you have questions about e-Medicine, please call the customer service number listed on your Blue Cross and Blue Shield of Florida member ID card. Give e-Medicine a try!

Sincerely,

Your Benefits Administrator

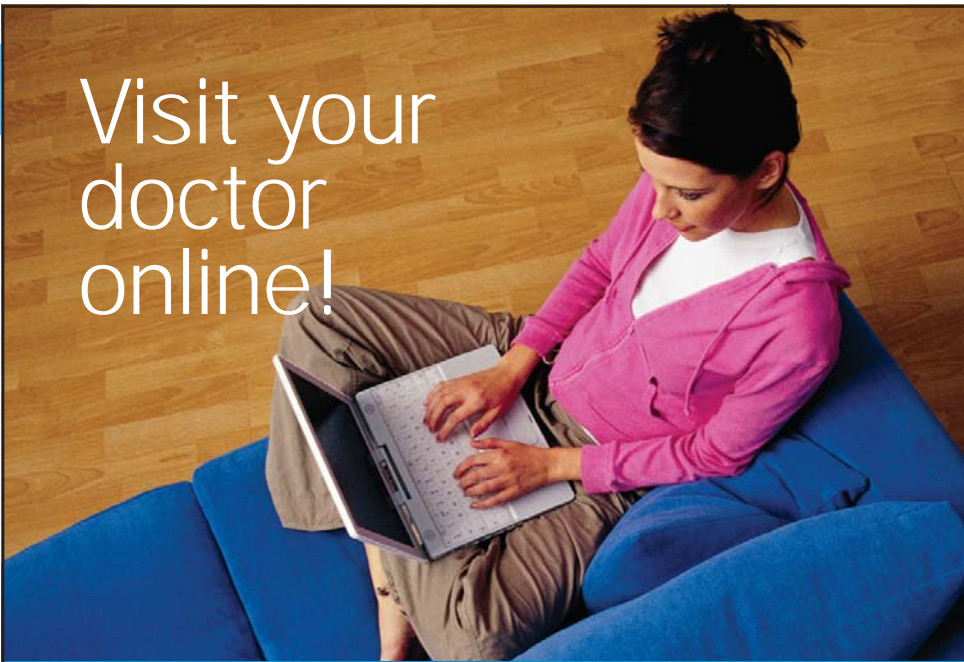
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◀ You may print this letter on your company letterhead.

[Click here to open file](#)

*(Then save the letter to your desktop for printing)*

# Visit your doctor online!



## 11"x17" Poster

◀ You may display this 11" x17" poster in a breakroom or hallway.

[Click here to open file](#)

*(You can request these posters from your BCBSF agent or representative)*

Good news, now you can...



Visit your doctor online—use a webVisit®



Schedule your next appointment



Get your lab results



Refill your medications

### It's Easy To Get Started

Just visit [bcbsfl.com](http://bcbsfl.com) and click on **Members**, then **e-Medicine** — offering a secure, convenient way to communicate online with your doctor through RelayHealth®.



[bcbsfl.com](http://bcbsfl.com)

Powered by  RelayHealth®

[relayhealth.com/florida](http://relayhealth.com/florida)

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