



Virtual Care Changes in 2027

Frequently Asked Questions

WHAT'S CHANGING



What changes are happening to my virtual care benefits?



Starting January 1, 2027, Teladoc will no longer be available.

Instead, you'll have access to two virtual care solutions:

- **Well360 Virtual Health – for medical and urgent care needs**
- **Mental Well-Being (powered by Spring Health) – for behavioral health support**

UNDERSTANDING YOUR OPTIONS



What is Well360 Virtual Health?



Well360 Virtual Health is a virtual care platform that connects you with providers for non-emergency medical care such as urgent care, primary care, dermatology, and women's health services.



What is Mental Well-Being powered by Spring Health?



Mental Well-Being is a virtual behavioral health solution that provides personalized mental health support, including therapy, psychiatry, coaching, and digital tools.



How do I access virtual care services?



Both virtual care solutions are accessible in one place.

You can access **Well360 Virtual Health** and **Mental Well-Being (powered by Spring Health)** through:

- **The My Highmark app**
- **MyHighmark.com**

After logging in, navigate to the Get Care tab to find and access your virtual care options. Having both solutions available through the same platform makes it easy to connect to the right care based on your needs.



How do I know which virtual care solution to use?



Use Well360 Virtual Health if you need:

- Treatment for minor illnesses (cold, flu, sinus infections, etc.)
- Prescriptions for common, non-emergency conditions
- Urgent care or general medical concerns
- Virtual primary care (routine checkups or ongoing care)
- Dermatology care for skin, hair, or nail concerns
- Women's health services, including urgent care and lactation support

Use Mental Well-Being if you need:

- Therapy or counseling
- Help with stress, anxiety, or depression
- Psychiatry or medication management
- Ongoing mental health support

WELL360 VIRTUAL HEALTH DETAILS

Now that you know when to use Well360, here are more details on what's included:



What services are available through Well360 Virtual Health?



Urgent Care (No age restrictions)

Skip the waiting room and see a provider virtually for:

- Pink eye
- Sinus infections
- Rashes
- Strep throat
- UTIs

Providers can diagnose, treat, and prescribe medication for common conditions.

Primary Care (Pediatric providers available for members 12+)

Connect with a virtual primary care provider (PCP) for ongoing care:

- Scheduled appointments with your provider
- Includes routine exams and general medical care
- Appointments typically available within 7 days or less

Dermatology (No age restrictions)

Connect with a virtual primary care provider (PCP) for ongoing care:

- Submit photos using secure messaging (no live visit required)
- Dermatologist review within 72 hours (often sooner)

Women's Health (For ages 16+ for a variety of women's health conditions)

Specialized services include:

- Women's health urgent care visits
- Lactation consulting support

Providers can diagnose, treat, and prescribe medication for common conditions.

Q

Does Well360 include behavioral health services?

A

No, behavioral health services are not included in Well360 Virtual Health.

For therapy, psychiatry, or other mental health support, you must use Mental Well-Being.

Q

Can Well360 providers prescribe medication?

A

Yes, providers can prescribe medications for many common conditions.

Controlled substances are not prescribed.

MENTAL WELL-BEING DETAILS

If your needs are related to mental health, you'll use Mental Well-Being.

Q

What services are available through Mental Well-Being?

A

Mental Well-Being includes:

- Personalized care plans based on a quick assessment
 - Therapy and psychiatry visits
 - Appointments typically available within a few days
 - Certified coaches for goal-setting and life support
 - Dedicated Care Navigators to guide your experience
 - On-demand digital exercises and tools
-

Q

Who can use Mental Well-Being?

A

It's available to covered members **ages 6 and older**.

Q

How quickly can I get care?

A

Most members can connect with a provider in **3 days or less**, depending on availability.

TRANSITION FROM TELADOC

Q

Can I still use Teladoc?

A

Teladoc visits are no longer covered by your plan. If you choose to continue using Teladoc outside of your health plan, you'll be responsible for the full cost of services out-of-pocket. You will also be required to create a new account at Teladochealth.com.

Q

Will my Teladoc visit history transfer?

A

No, previous Teladoc visit history will not transfer to the new platforms.

Q

Do I need to create new accounts?

A

Yes. You will need to register for **Well360 Virtual Health** and **Mental Well-Being** through My Highmark.

GENERAL QUESTIONS

Q

What should I do in an emergency?

A

Call 911 or go to the nearest emergency room.

Q

Who do I contact with questions?

A

- For benefit questions: Call the number on the back of your ID card.
- For technical support: Use support resources within each platform.



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