

A photograph of a man and a young child sitting at a desk in front of a computer monitor. The man is on the left, looking towards the right. The child is sitting on his lap, also looking towards the right. The background shows a window with a grid pattern. The overall scene is dimly lit, with a blue tint overlaid on the image.

Regence

# Convenient Member Access

## Regence Network Expansion – Medical Home Visits

March 2020

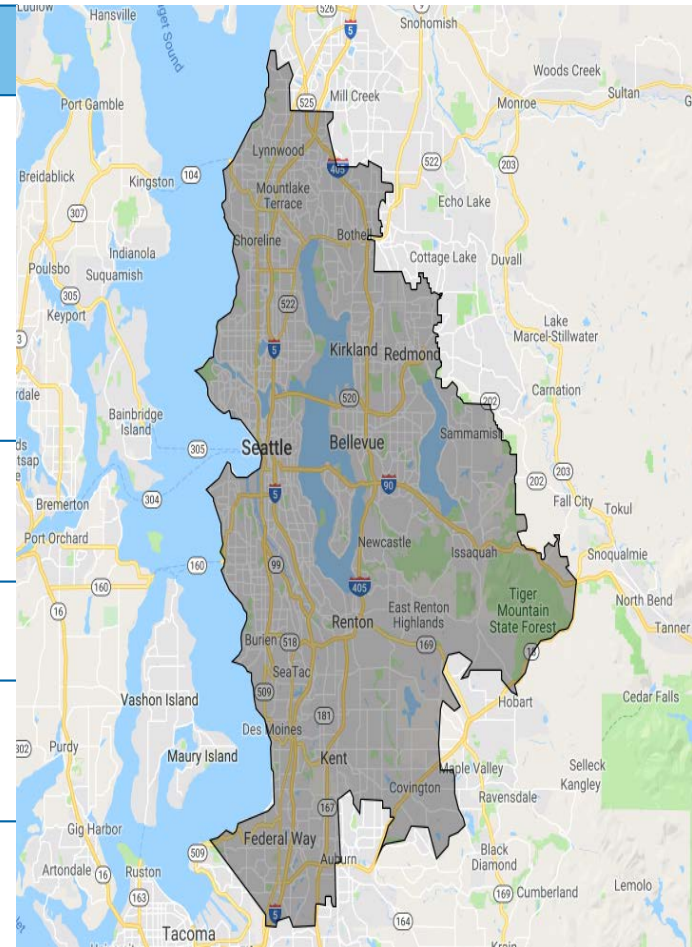
# Home Visits: Heal

In-network provider in Greater Seattle (OON anywhere else)

- PPO networks (excluding AHN plans)
- Medicare Advantage



<p>Clinical professionals available</p>	<p>Doctors will be able to advise, diagnose, treat, and prescribe via home visits. Travels with lab tech. <b>Please Note:</b> <i>Heal has pivoted to a telehealth first option for the safety and health of patients and providers during the pandemic.</i> The <a href="https://heal.com">Heal</a> website is reflecting this update, and indicates they will still do some house calls, depending on the medical condition.</p>
<p>Availability</p>	<p>Doctors available in Greater Seattle 1/1/2020 (based on Zip) 7 days a week, 8am – 8pm with two hour appointment window.</p>
<p>Languages</p>	<p>Limited options with some doctors fluent in different languages.</p>
<p>Price to a consumer per interaction</p>	<p>House call benefits apply, typically same as office visits (via claims). <b>Price is \$149; billed as an in-network claim</b></p>
<p>Member experience</p>	<p>Awareness through market promotion and <a href="https://heal.com/seattle/">https://heal.com/seattle/</a></p>



# Home Visits: Dispatch Health



In-network provider in OR: Portland and WA: Seattle, Olympia, Spokane, Tacoma  
Regence WA Network: Regence PPO and Medicare Advantage are In Network

Clinical professionals available	<p>Dispatch Health brings on-demand emergent acute care services to the member's home. Board-certified medical providers arrive on-site with the tools necessary to administer medical care for <b>complex injuries or illnesses</b>.</p> <p>Common conditions treated include respiratory infections, COPD and asthma exacerbations, gastrointestinal illnesses, urine and skin infections, minor trauma, lacerations, and other high acuity conditions.</p>
Availability	8AM to 10PM - 365 days per year, Including Holidays
Languages	Dispatch Health provides translation services in 172 different languages.
Price to a consumer per interaction	Dispatch Health applies to the member's <b>urgent care benefit</b> . The urgent care copay is applicable unless the member is enrolled on a high deductible health plan. <b>Price is \$249; billed as an in-network claim</b>
Member experience	Awareness through promotion and appointment booking through <a href="https://www.dispatchhealth.com/">https://www.dispatchhealth.com/</a>