

## NowClinic® Telehealth Solution



Optum™ telehealth solutions effectively support providers, employers, consumers and payers to improve health care access, affordability and delivery of care.

NowClinic® is a telemedicine service that drives more appropriate access for care needs such as cold, the flu, allergies and more. We leverage technology to complement programs such as nurse advice lines — which focus on triage and health education, but cannot diagnose nor prescribe care — and urgent care and emergency room visits which can lead to long wait times for members, and higher medical costs for the payer.

NowClinic is a 24/7 online service that allows consumers to connect with health care professionals through webcam, secure chat, phone or mobile device. Providers can diagnose, prescribe and provide education.

The program is available in 44 states and the District of Columbia.

### **NowClinic may be able to help with:**

- Allergies
- Bladder infection
- Cough/cold
- Eye infection/pink eye
- Fever and chills
- Flu/flu-like illness
- Sinus infection
- Viral illness



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## Value proposition for health plans

**24/7 member support:** NowClinic is available 24/7 to help your members with immediate physician support. Additionally, NowClinic can enhance your nurse advice program by enabling RNs to refer members to an immediate physician appointment.

**Medical expense savings:** NowClinic can help to reduce inappropriate ER, urgent care, and office visit use by providing members with immediate care through review of their symptoms based on clinically reviewed guidelines.

**Complement to current programs:** NowClinic is an excellent complement to existing clinical management programs. Members not only receive ongoing care touchpoints through current offerings, but receive immediate care support through the NowClinic service.

**Geographically dispersed populations:** NowClinic enables you to reach members that may not have immediate access to a provider office or urgent care facility. Through online, phone and mobile app the member can resolve their immediate health concern from treatment, diagnosis, prescription or general education.

**Pricing/implementation:** We will work with you to determine appropriate pricing based upon needs and specific conditions. We will provide implementation support for eligibility feeds, claims payment testing, marketing materials and training.

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**To learn more about Optum,  
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