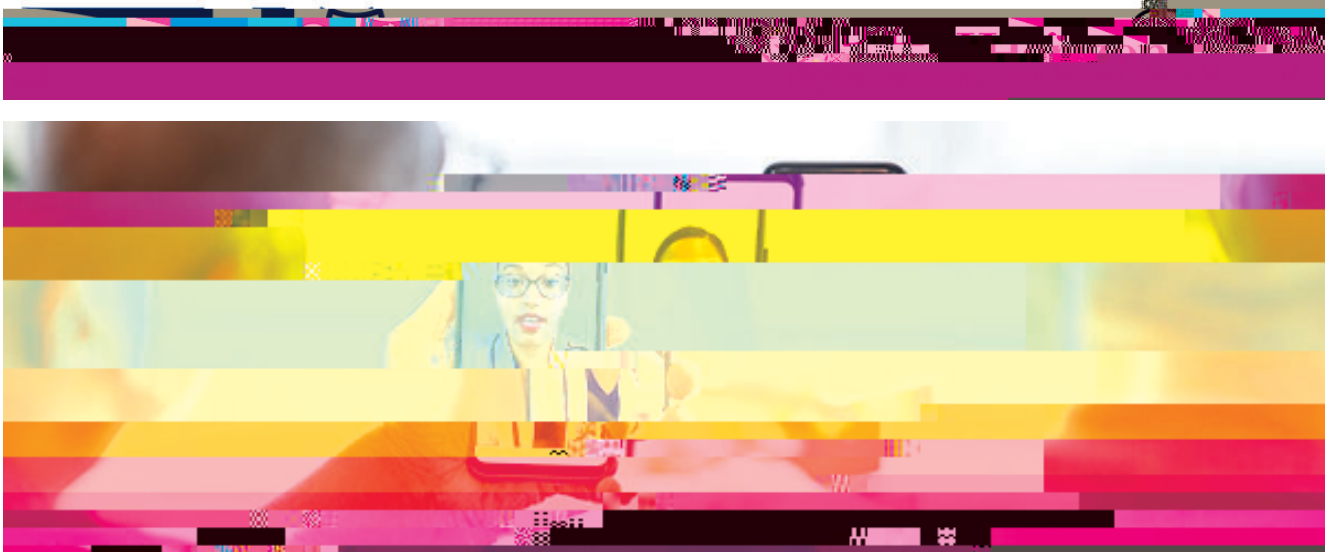


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Horizon has always been committed to making sure you have access to the care you need. To make it easier for you to get care during the COVID 19 public health emergency, your Horizon health plan waived out of pocket costs for all covered services received through telemedicine and telehealth visits.

Related to a new state law<sup>1</sup>, we're changing how telemedicine and telehealth costs will be handled. Effective February 3, 2022 , the cost share waiver for telemedicine and telehealth visits not related to COVID 19 testing will end. This means that when you use Horizon CareOnline <sup>SM</sup>

For more information about Horizon CareOnline, visit [info.americanwell.com/where-can-i-see-a-doctor-online](http://info.americanwell.com/where-can-i-see-a-doctor-online). For technical help, call the eService Desk at 1-888-777-5075 to speak with an agent for assistance, weekdays, between 7 a.m. and 6 p.m., Eastern Time, or email [HorizonCareOnline@AmericanWell.com](mailto:HorizonCareOnline@AmericanWell.com). American Well is an independent company that supports Horizon Blue