

For Immediate Release
June 28, 2016

Contact: Mary Wallan
(617) 509-2419
mary_wallan@hphc.org

Harvard Pilgrim members can see a doctor with a video visit from the comfort of their homes
Harvard Pilgrim partners with Doctor On Demand to increase access to health care

(Wellesley, MA) Harvard Pilgrim will offer video medical care visits to its commercial and self-insured plans beginning July 1, 2016. The service will be offered through Doctor On Demand, a leading telemedicine provider with a national provider group of board-certified physicians. Members now have expanded access to telemedicine services through Doctor On Demand, in addition to the ability to receive covered telemedicine services from Harvard Pilgrim's existing network providers who offer them.

With this new telemedicine service, Harvard Pilgrim members gain a convenient and less costly alternative to emergency department visits. No referrals are needed and members may use a smartphone, tablet or computer to connect within minutes to a board-certified doctor via Doctor On Demand's highly-rated video platform. Member cost sharing will be equal to the primary care cost sharing on a member's plan, and payable with a credit or debit card via the Doctor On Demand application. All Doctor On Demand physicians are licensed in the state the member is calling from at the time of the visit.

Some of the common medical conditions that may be treated include: cold and flu, asthma and allergies, bronchitis and sinus issues, rashes and skin issues, eye issues, upset stomach, pediatric issues, urinary tract infections, yeast infections and sports injuries. Where clinically appropriate, Doctor On Demand physicians may prescribe medications and send prescriptions electronically to a member's local pharmacy. Doctor On Demand does not, however, prescribe controlled substances, and may elect not to treat or prescribe other medications based on what a Doctor On Demand physician determines is clinically appropriate.

"We are pleased to offer members this convenient and affordable urgent care option," said Beth Roberts, Harvard Pilgrim's senior vice president of enterprise sales & marketing. "Harvard Pilgrim is committed to helping members get the quality health care they need at the place and time that works best for them. We believe this service will provide flexibility and value to augment the existing relationships our members have with their primary care physicians."

"We created Doctor On Demand to provide Americans with fast and easy access to high-quality, cost effective health care," said Dr. Ian Tong, MD, chief medical officer, Doctor On Demand. "It's an honor to be selected by Harvard Pilgrim to provide another way for patients in Connecticut, Maine, Massachusetts and New Hampshire to access quality care."

Harvard Pilgrim members may download the Doctor On Demand application from the App Store or Google Play for their smartphones, or visit DoctoronDemand.com/HarvardPilgrim to sign up for the service. For more information, visit DoctoronDemand.com/HarvardPilgrim beginning July 1, 2016.

About Harvard Pilgrim Health Care

Harvard Pilgrim is a not-for-profit health services company that, along with its subsidiaries, is improving the well-being of its 2.7 million customers. Harvard Pilgrim's flagship health plans in New England provide health coverage to 1.3 million members, while another 1.4 million individuals are served through Health Plans, Inc., a subsidiary that provides integrated care management, health coaching and plan administration solutions to self-funded employers nationwide. Founded in 1969, Harvard Pilgrim has built its reputation on innovation and collaboration with a goal of lowering health care costs, improving care and enhancing the overall member experience. It is known for its excellent clinical programs, customer service, health improvement strategies and innovative tools that offer consumers greater transparency and empower them to make better decisions about their health care. Harvard Pilgrim is home to the Harvard Pilgrim Health Care Institute, a unique collaboration with Harvard Medical School. As Harvard Medical School's Department of Population Medicine, the Institute is the only appointing department of a U.S. medical school housed within a health plan. Funded primarily through external government and private sources, it provides critical information to all levels of our health care system on issues affecting population health and health care delivery. Harvard Pilgrim is consistently among America's highest-rated health plans according to an annual ranking of the nation's best health plans by the National Committee for Quality Assurance (NCQA)*.

*Harvard Pilgrim Health Care is currently rated 5 out of 5 for its private HMO/POS and PPO plans and Harvard Pilgrim Health Care of New England is currently rated 4.5 out of 5 for its private HMO/POS plans in NCQA's Private Health Insurance Plan Ratings 2015-16. NCQA's Private Health Insurance Plan Rankings, 2011-15, HMO/POS/PPO.

About Doctor On Demand

Doctor On Demand provides video visits with board-certified physicians and psychiatrists, doctorate-level psychologists, and lactation consultants via smartphones, tablets, and desktop computers. Patients simply download the Doctor On Demand app or visit www.doctorondemand.com, provide a list of their symptoms, and are connected for a video visit. Doctor On Demand delivers services through employers, health systems, health plans, and directly to consumers. Through these partnerships, tens of millions of Americans have in-network or subsidized access to Doctor On Demand. Consumers rate Doctor On Demand as the best telemedicine provider. The company has three times more 5-star app reviews than its major competitors combined. To learn more, visit www.doctorondemand.com.

###