



No Waiting Room, No Need to Leave Home

Get care from a board-certified doctor from your phone, tablet or computer.

When you're not feeling well, the Telemedicine Program from HealthLink is ready to help, 24 hours a day, 7 days a week and 365 days a year. Instead of waiting for an appointment, sitting in the waiting room and exposing yourself to illness, telemedicine offers quality healthcare wherever you are.

Doctors can answer medical questions, help you decide if you need additional care, and treat many common conditions and acute symptoms including, but not limited to:

- Colds
- Sinus infections
- Chronic coughs
- Bronchitis
- Minor injuries
- Allergic reactions
- Rashes & infections
- Headaches & migraines

A doctor can even request a lab test or imaging studies and send a prescription to your preferred pharmacy if needed.*

Easy and Affordable Access

Your health plan includes benefits for telephone or video visits using the Telemedicine Program from HealthLink, so you'll just pay your share of the cost for a medical visit. You have two options to access care:

- Call **855-717-6800** to start a telephone consultation.
- Visit **HealthLink.careclix.com** or download the **HealthLink Telemedicine** app from the Apple App Store or Google Play Store for a video consultation.

City of Springfield **BasicSelect Plan – Member pays \$10.00**

City of Springfield **Point of Service (POS) Plan – Member pays \$10.00**

City of Springfield **HDHP – Member pays \$65.00**

Save this number or register online today so you have instant access to the program when you need it. Be sure to have your member ID card when you start a consultation. For any technical issues with the Telemedicine Program from HealthLink, please contact support@careclix.com or **855-227-3259**.

*Prescription availability is defined by physician judgment and state regulations.

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