

# Telemedicine, Nurseline and EAP Services

Xanterra employees have access to the following resources.

## Telehealth Services

If you have COVID-19 symptoms (fever, cough, shortness of breath), consider a telehealth visit or nurseline advice before seeking in-person care. Ask your primary care provider if they offer telehealth visits.

Anthem 24/7 Nurseline: 800-337-4770

Telemedicine: Visit <https://livehealthonline.com/> to visit with a doctor 24/7.

The Nurseline and Telemedicine services are covered under Xanterra's medical plan at 100%. For employees not enrolled in a Xanterra medical plan, Telemedicine services are available for a fee, typically \$59 per visit.

Aflac Telemedicine Services: Employees enrolled in Aflac have 24/7 access to telemedicine services that provide medical consultations via webcam, app or phone. To access the service visit: <https://www.memd.me/Aflac/>

## What is the difference between telemedicine and nurselines?

Telemedicine is connecting with a doctor through a live-video call. Using telemedicine, a doctor can assess you, give you a treatment plan that fits your needs, recommend you for COVID-19 testing if applicable, or prescribe a medication. At this time, there is no vaccine available for COVID-19.

Calling a nurseline can give you more information about what to do next. A nurse can help you decide when to contact your doctor or visit a health care facility, understand your medications, or give you more information about preventative care.

If you are having a medical emergency, call 911.

## Employee Assistance Program

Xanterra's Employee Assistance Program is available to all employees and members of their household. The services are free and confidential. EAP has many COVID-19 resources available online.

To access the EAP services, go to <https://www.workhealthlife.com/> or call 888-293-6948.