

Is your health center seeking a telehealth solution? Join our Digital Solutions Kiosk Program at no cost!

Anthem Blue Cross (Anthem) has launched a Digital Solutions Kiosk Program that provides on demand interpreter services for all of your patients. This offering increases access to primary care and telehealth services, eliminates language barriers and improves multicultural patients' overall health equity.

Digital Solutions Kiosks are provided at no cost to health centers and come with the preinstalled applications listed below.

Note: Anthem is continuously adding new solutions and capabilities to the iPads; new video-conferencing applications may be available in the future.



**On-demand interpreter services —
LanguageLine Solutions
(LanguageLine)***

- World-class certified linguists
- 8 to 16 second connect time to an interpreter
- 40 languages video | 240 languages audio
- Telephonic visits compatible — no kiosk needed
- No cost to health centers for Anthem patients; discounted rates for non-Anthem patients
- Vendor collects insurance ID and bills Anthem directly for minutes used

LanguageLine and live video conferencing apps now integrate to add an interpreter to your call!

Live video conferencing apps

Connect with your patients through the preinstalled live video conferencing apps!



What is telehealth?

Telehealth or telemedicine is the delivery of health-related services and information through telecommunication technologies.



Additional telehealth solutions:

The following solutions make it easier for providers to connect with their patients and continue to offer easy accessible care.



Specialty telehealth — live video

- Access an existing network of physician specialists
- Integration with your current practice or organization



Live video medical devices with TytoCare

On demand medical exams for you and your patients!



Digital Solutions Kiosk Program FAQ

What is provided by Anthem to health centers participating in the Digital Solutions Kiosk Program?

- Multiple 11 in. iPad Pros
- 10 ft. charging cables
- Rolling carts or table top stands
- Brochure holders



How does a health center participate in the Digital Solutions Kiosk Program?

A *Memorandum of Understanding (MOU)* needs to be signed by the organization participating and Anthem.

How can my health center get on-demand interpreters through LanguageLine?

A contract with LanguageLine needs to be signed by the health center. There is no cost to health centers for Anthem patients; discounted rates for non-Anthem members are provided by LanguageLine.

Can I use the kiosks and its services with all of my patients?

Yes, the Digital Solutions Kiosk Program is available for use with all your patients and can help address access barriers during the COVID-19 pandemic.

Additional resources

Check out Anthem's Provider News for more information on telehealth, COVID-19, billing and more at <https://mediproviders.anthem.com/ca>.

Kiosk use case ideas



Put iPads in exam rooms to let clinicians see patients on their laptops from a different room in same clinic, a totally different clinic (i.e., low volume day) or from home.



Give iPads to field staff doing any at-home visits and have them connect it to their work or personal phone's hot spot for Zoom visits with doctors (or even interpretation services).



Site-to-site telehealth — doctors at low volume clinics can virtually see patients at high volume clinics.



The iPad is detachable from the stand so you can allow clinicians to take the iPads home or use the kiosk as a main telehealth screen to see patients, freeing up their main laptop or workstation for charting in the clinic.



Use iPads to teach patients how to register for LiveHealth Online* and schedule behavioral health visits if need overflow coverage (psychiatry and therapy).



Use the Safari browser to show other resources to patients; for example:

- <https://anthembc.auntbertha.com> for food, jobs, housing, legal aid
- Clinic patient portals
- Anthem provider/patient portal

* LanguageLine Solutions is an independent company providing the interpreter services on behalf of Anthem Blue Cross. LiveHealth Online is the trade name of Health Management Corporation, an independent company, providing telehealth services on behalf of Anthem Blue Cross.

<https://mediproviders.anthem.com/ca>