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## **Talbert House Announces Community Telehealth Initiative**

*Innovative collaboration will increase healthcare access to Talbert House residents in need*

CINCINNATI— Today, Talbert House publicly announced a new collaboration which will bring on-demand, live video doctor visits to residents of its Cincinnati facility. With the launch of a first-of-its-kind [LiveHealth Online](#) telehealth console, together with free online visits, made available by Anthem Blue Cross and Blue Shield and American Well, residents will have online access to board-certified and state licensed physicians 24 hours a day, 7 days a week and get primary care when and where they need it.

“LiveHealth Online gives our residents direct access to healthcare on their terms,” said Neil Tilow, president and CEO of Talbert House. “Sitting down at the console, they are able to take control of their health in a new way. It’s empowering, and definitely a fixture of modern healthcare.”

Talbert House provides transitional housing for homeless men and veterans with substance abuse and mental health issues, a community which faces particular challenges in accessing healthcare. Often times, a resident does not have healthcare coverage in the first place or requires transportation assistance, faces inflexible work hours, or is resistant to seeking care.

An on-site telehealth console—part of LiveHealth Online, offers residents a private space inside the facility specifically designated to address their acute healthcare needs. Residents can connect immediately with a physician via video and use the console devices to report their vital signs or transmit video images to the doctor to help in making a diagnosis.

“Anthem Blue Cross and Blue Shield is committed to helping improve access to quality, affordable healthcare, particularly within high need populations,” said Dr. Barry Malinowski, Anthem vice president and medical director. “This unique collaboration with Talbert House and American Well creates a community-based telehealth initiative that can serve as a model to those facing unique healthcare challenges.”

Anthem Blue Cross and Blue Shield has made the LiveHealth Online telehealth initiative available to many of its Ohio members since July 2013 on the web at [www.livehealthonline.com](http://www.livehealthonline.com) and on the LiveHealth Online free mobile app.

LiveHealth Online connects patients and clinicians for live, clinically meaningful visits through synchronous audio and video. Together, Anthem Blue Cross and Blue Shield and American Well have committed to a year of supporting the needs of Talbert House – including technology, clinical resources and services, and ongoing support growing the reach and impact of the initiative.

Since launch, a number of Talbert House residents have visited with providers virtually about issues ranging from head colds to flu-like symptoms, skin rashes, sleep issues and stress. The majority of the visits occurred between 9:00 a.m. and 3:00 p.m., allowing residents to resolve their health issue using the LiveHealth Online console, instead of missing work in order to travel to the doctor’s office.

“Telehealth gives us the unique ability to deliver care and reach underserved communities in our own backyards,” said Danielle Russella, executive vice president of customer solutions at American Well. “The LiveHealth Online console is bringing medical services to people who may not get help otherwise. Residents of Talbert House will be able to advocate for their own health — this is something we can all feel good about.”

Telehealth consoles are a new and innovative way to deliver care to people in community settings like Talbert House or at an employer work site; they provide Americans affordable, 24-7 access to healthcare when and where they need it. LiveHealth Online serves as a complement to traditional care outside of regular office hours or when appointments are not available at times convenient for the patient. The LiveHealth Online console demonstrates safe and effective telehealth and its potential to help Americans across the country get convenient and affordable healthcare.

*News package/B-roll available late Friday afternoon [here](#)*

### **About Talbert House**

Talbert House is a community-wide nonprofit that operates within five service lines: Adult Behavioral Health, Community Care, Court and Corrections, Housing, and Youth Behavioral Health. Children, adults and families benefit from these proven services. Last year, Talbert House served almost 29,000 clients face to face and an additional 36,000 were reached through prevention services throughout Greater Cincinnati. The Talbert House mission has two basic purposes: to improve social behavior and enhance personal recovery and growth. To learn more visit <http://www.talberthouse.org/>.

### **About Anthem Blue Cross and Blue Shield in Ohio**

Anthem Blue Cross and Blue Shield is the trade name of Community Insurance Company, an independent licensee of the Blue Cross Blue Shield Association. ®ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. Additional information about Anthem Blue Cross and Blue Shield in Ohio is available at [www.anthem.com](http://www.anthem.com).

### **About American Well**

[American Well](http://www.americanwell.com) is a telehealth services company that brings healthcare into the homes and workplaces of patients. The company's mobile and web telehealth platform connects patients and clinicians for live, clinically meaningful visits through video, supplemented by secure text chat and phone. American Well partners with leading health plans, delivery networks, retail pharmacies, employers, and distributors to deploy telehealth services, including solution design and set-up, provider network design and administration, and marketing to support adoption by consumers, physicians and employer groups. American Well is a registered trademark of American Well Corporation in the United States and other countries. All other trademarks used are the property of their respective owners. For more information, visit [www.americanwell.com](http://www.americanwell.com).

LiveHealth Online is the trade name of Health Management Corporation. practices that improve the outcome for those served. We are in a unique position to test and measure what works to help not only Talbert House but other organizations across the country.” Neil Tilow, President & CEO of Talbert House.