

NEWS BRIEF

Provided by: New England Employee Benefits Co., Inc.

Amazon's Telehealth Service to Launch Nationwide by Summer

On Wednesday, March 17, 2021, Amazon [announced](#) an upcoming expansion of its health care service, Amazon Care.

Amazon Care has been servicing Amazon employees in Washington state since late 2019. The service puts individuals in touch with health care professionals via an app, 24 hours a day. In the Washington area (where Amazon is headquartered), Amazon employees can also use the app to schedule at-home health visits and prescription delivery.

In a matter of months, Amazon Care will be expanding its telehealth services to the rest of the country, where any interested employer may join.

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"Amazon Care enables employers to provide access to high-quality medical care within 60 seconds for employees, including options for care around the clock through messaging or video."

- Amazon press release

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While in-person services will not be part of the national rollout, the virtual services will be. These include:

- COVID-19 and flu testing
- Vaccinations
- Treatment of illnesses and injuries

- Preventive care
- Prescription requests, refills and delivery

Amazon notes that individuals are typically connected to a health care professional within 60 seconds after navigating the app.

What's next?

Amazon notes that Amazon Care should be treated as a supplement to other health care coverage, such as an employer health plan.

Employers interested in learning more about these expanded telehealth services can visit www.amazon.care.

