

This email is intended for producers with business in Delaware, New York, Pennsylvania, and West Virginia.

Discontinuing Well360 Virtual Behavioral Health through AmWell

Effective January 1, 2027, the behavioral health component of the Well360 Virtual Health solution will be discontinued across all regions and segments. This includes outpatient mental health services, including therapy and psychiatry.

Fully Insured
Fully insured groups will have continued access to urgent care, women's health, primary care, and dermatology services. Women's Health Therapy (Mental Health) will be removed.

ASO
The base service of Well360 Virtual Health for ASO groups will only include urgent care services. The Well360 Virtual Enhanced ASO buy-up, which includes women's health, primary care, and dermatology will remain unchanged. Women's Health Therapy will remain intact as part of Women's Health Services.

Virtual mental and behavioral health care will transition to our existing Mental Well-Being platform through Spring Health and virtual benefits within existing medical coverage.

Please contact your Highmark Sales Executive or Client Manager with any questions.



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