

Here's How to Have a Virtual Doctor's Visit



**Haven't had a visit yet?
It's easy — here's how.**

From check-in to diagnosis, virtual doctor visits are designed to be comfortable and familiar, while being as simple as possible. Here's how it works:

Create an account.

Follow the simple directions.

1. Visit amwell.com or doctorondemand.com and follow the instructions to register or download their mobile apps. You can use either or both of these services.
2. Enter your name, address, etc.
3. Complete the brief online health history form.
4. Enter your health insurance information.



Select your doctor.

You can choose the doctor that's right for you.

1. Look through doctor's profiles.
 2. Choose a doctor and click **Start Visit**.
- Note: In some cases, a doctor may be assigned to you.

Enter your health info and start the visit.

Tell us what you'd like to discuss.

1. Tell us if the visit is for you or your child.
2. Tell the doctor the reason for your visit.
3. Begin your live video visit.

Wrap up.

Get information fast after your visit.

1. View the doctor's notes and diagnosis.
2. If you are prescribed medication, it will automatically be sent to your pharmacy.

It's that easy. So what are you waiting for? See a virtual doctor today!

Most virtual visits are covered in the same way as they would be if you received in-person care. Medical (pediatric) services are subject to the telemedicine service benefit. Psychology services are subject to the outpatient mental health benefit. Contact the number on the back of your ID card to determine if you have these benefits available. Cost sharing may vary. Virtual Diet & Nutrition and Pregnancy & Newborn (Lactation Consulting) Service are not eligible. You will be responsible for the full cost of these services. All benefits under your health plan are subject to the terms of the benefit agreement and applicable state laws.

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Doctor On Demand is a trademark of Doctor On Demand, Inc. and may not be used without permission.

American Well and Doctor On Demand are independent companies that provide telemedicine services and do not provide Blue Cross and/or Blue Shield products or services. American Well and Doctor On Demand are solely responsible for their telemedicine services.

Patients may receive a coupon for a free visit directly from Doctor On Demand or American Well. This promotion is not part of your plan of benefits. Rather, it is a promotion offered by the provider to patients regardless of their plan participation.

To determine the availability of telemedicine services under your health plan, please review your Outline of Coverage for details on benefits, conditions and exclusions.

Insurance may be provided by Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Coverage Advantage, Highmark Health Insurance Company, First Priority Life Insurance Company or First Priority Health, Highmark Benefits Group, or Highmark Select Resources, all of which are independent licensees of the Blue Cross and Blue Shield Association.

These companies do not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation, or health status in the administration of the plan, including enrollment and benefit determinations.

We are committed to providing outstanding services for our applicants and members. If you require special assistance, including accommodations for disabilities or limited English proficiency, please call the number on the back of your member ID card to request these free services (TTY/TDD users may call 711).

Estamos comprometidos a ofrecer servicios excepcionales a nuestros solicitantes y miembros. Si usted necesita ayuda especial, incluyendo acomodaciones para discapacidades o dominio limitado del inglés, por favor llame al número que aparece en su tarjeta de identificación para solicitar este servicio gratuito. Usuarios de TTY con problemas de audición pueden llamar al 711 para recibir ayuda de forma gratuita.

我們致力於為我們的申請人和會員們提供卓越的服務。如果您需要特殊協助，如英語能力有限，請撥打您證件上的號碼，來要求這些免費服務。如您有聆聽障礙需要TTY免費服務，請致電711。

May pananagutan kaming magbigay ng bukod-tanging mga serbisyo para sa aming mga aplikante at mga miyembro. Kung kailangan mo ng espesyal na tulong, kabilang ang akomodasyon para sa limitadong kahusayan sa wikang Ingles pakitawagan ang numero sa iyong ID card para hilingin ang libreng serbisyonang ito. Ang mga gumagamit ng TTY para sa mga may kapansanan sa pagdinig ay maaaring tumawag sa 711 para makatanggap ng libreng tulong.

Nihinaanish niizhónigo bee nihiká'adiilwo'ígíí binahjí' ts'ídá yéego bidiilkaal, nihi naaltsoos nidahoníígíí dóó Bee Atah idlinígíí nihił hada'dít'éhígíí nihá. T'áá hait'éego da nintł'ago níká' iidoowoł, díí Bilagáana Bizaad doo hózhq bik'í'diitihgó, ei Bik'isindáago bee nééhózinígíí béesh bee haneé bikáá, t'áá jíik'eh aká'aná'áwo', éi bich'í' hodiilni. Doo hazhó'ó azhdiits'á'gó éi TTY chodayool'ínígíí 711 bich'í' hodiilnih, t'áá jíik'eh níká'iidoowoł.

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