



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.

Insurance may be provided by Highmark Blue Cross Blue Shield West Virginia, 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.

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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.

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。
请拨打您的身份证背面的号码（TTY：711）。

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