

# 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. Select "Sign Up" or "Join Now."
3. Enter your name, address, etc.
4. Complete the brief online health history form.
5. Enter your health insurance information.



## Choose type of service.

### Pick the type of care you want to receive.

1. **Amwell:** Choose from medical, children's medical, adolescent therapy, therapy, and psychiatry.
2. **Doctor On Demand:** Choose medical (adult and children)

## 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.
- 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!

To determine the availability of services under your health plan, please review your Outline of Coverage for details on benefits, conditions and exclusions or call the number on the back of your ID card. American Well and Doctor On Demand service availability is subject to state laws. Medical services provided by both American Well and Doctor On Demand are subject to the telemedicine service benefit. Therapy and Psychiatry provided by American Well are subject to the outpatient mental health benefit. Other than these mentioned services, all other services provided by American Well and Doctor On Demand are not eligible. You are responsible for the full cost of services of ineligible service.

Insurance may be provided by Highmark 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.

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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).

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请拨打您的身份证背面的号码（TTY：711）。

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