

# 24/7 online health care



Confidence comes with every card.®



POWERED BY  
AMERICAN WELL®

With online health care, you can see a U.S. board certified doctor anytime, anywhere.\*  
No appointment needed.

## Frequently asked questions

### What is 24/7 online health care?

Your employer provides 24/7 online health care through your Blue Cross Blue Shield of Michigan or Blue Care Network health plan. When your doctor isn't available, you can either use a mobile device to log into the Amwell™ app, or a computer to log in to [bcbsm.amwell.com](http://bcbsm.amwell.com).

### Is online health care secure?

Yes. Amwell is a private, secure option to safely and confidentially consult with a licensed, U.S. board certified doctor online. It's also compliant with the federal Health Insurance Portability and Accountability Act.

### What kind of doctor will I see?

A quality doctor on Amwell who:

- Is in network
- Is U.S. board certified and licensed in your state
- Has an average of 15 years experience
- Is specially trained in providing online care
- Has seen thousands of patients online
- Works directly for American Well's Online Care Group

### What illnesses can be treated online?

Minor, nonemergency issues, such as:

- Sinus and respiratory infections
- Colds, flu and seasonal allergies
- Urinary tract infections
- Vomiting
- Diarrhea
- Headache
- Strains and sprains
- Pinkeye
- Rashes
- Skin wounds

### How long does an online visit take?

The average wait time to see an Amwell doctor is less than three minutes. The average time spent with a doctor is 10 minutes, but a visit may last as long as needed.

### How much does it cost?

Online health care is affordable and is generally equal to or less than your office visit copay. There's no cost to enroll on [bcbsm.amwell.com](http://bcbsm.amwell.com) and no monthly fee.

\*U.S. only. Some states have visit and prescribing restrictions. Online health care doesn't replace primary doctor relationships.

### When do I use online health care?

When it's convenient for you and you want fast, easy, affordable, quality care. You may want to use online health care when:

- Your doctor's office is closed.
- You feel too sick to drive.
- You have children at home and can't leave.
- You're traveling or on vacation.

Online health care doesn't replace your relationship with your primary care doctor.

### What is online health care not used for?

Regular maintenance of chronic medical conditions, emergencies and serious or life threatening conditions, including:

- Seizure
- Chest pain
- Neurological symptoms suggesting a stroke
- Difficulty breathing
- Dizziness or loss of consciousness
- Sudden bleeding
- Choking or gagging
- Severe vomiting or diarrhea
- Head injury
- Broken bones
- Severe headache
- Severe pain
- Cancer

If you have any of the above symptoms or any other serious medical concerns please call 911 or go to the nearest emergency room.

### Can the doctor diagnose my condition?

Yes. The doctor will decide based on what he or she learns during your consultation if a diagnosis is possible, or you need additional care. This could include tests or a visit to your primary doctor or a specialist.

If the Amwell doctor determines that an online visit isn't appropriate for your illness, he or she will advise you to seek more appropriate care. In most cases, you won't be charged for that Amwell visit.

### Can I get prescriptions during online visits?

Prescriptions may be written at the doctor's discretion. If a prescription is appropriate, the doctor will send an electronic prescription to your own pharmacy or one you choose using Amwell's pharmacy locator.

Doctors won't prescribe controlled substances. You'll pay for the prescription at the pharmacy according to your pharmacy benefit. Some states have prescribing restrictions.\*

### Will a doctor provide medical forms or back to school notes?

If appropriate, the Amwell doctor may provide back-to-work or school notes. You can print PDF forms at the end of your visit.

Amwell doctors can't provide forms for the Family Medical Leave Act, disability, handicap or Department of Motor Vehicles because those forms require in-person evaluations.

### Where is online health care available?

To see states where online health care available, visit: [info.americanwell.com/where-can-i-see-a-doctor-online](http://info.americanwell.com/where-can-i-see-a-doctor-online).



\*U.S. visit and prescribing map is at: [info.americanwell.com/where-can-i-see-a-doctor-online](http://info.americanwell.com/where-can-i-see-a-doctor-online)

### Can I use online health care when traveling?

Yes. Amwell doctors are always in-network when providing care through Amwell's Online Care Group. Using the Amwell app or website, you'll always be connected with a doctor who is licensed in the state where you're seeking care.

Some states have visit or prescribing restrictions.\* If you're in a state with online health care restrictions, Amwell will advise you of any specific restrictions or that doctors aren't available.

### How do I create an account?

Enroll now:

**Mobile** – Download the Amwell™ app

**Web** – Go to [bcbsm.amwell.com](https://bcbsm.amwell.com)

**Phone** – Call 1-844-733-3627

Be sure to use service key **BCBSM** and add your Blue Cross or BCN health plan information.

### What is the service key?

The service key connects your Amwell account to Blue Cross and BCN's online health care. When creating or updating your account, use service key **BCBSM**.

### How do I add my spouse to my account?

Your spouse can create their own account by following the steps in "How do I create an account?" above.

### What if I already have an Amwell account?

Log in to your existing account and add service key **BCBSM**. This will connect your account with Blue Cross and BCN's online health care. Also add your Blue Cross or BCN health plan information into your account profile.

### How do I add children to my account?

Parents and guardians can add children younger than age 18 to their account and have doctor visits on their behalf. Here's how:

On [bcbsm.amwell.com](https://bcbsm.amwell.com):

1. Login
2. Go to *My Account > My Profile > My Children*
3. Select *Add*

On the app:

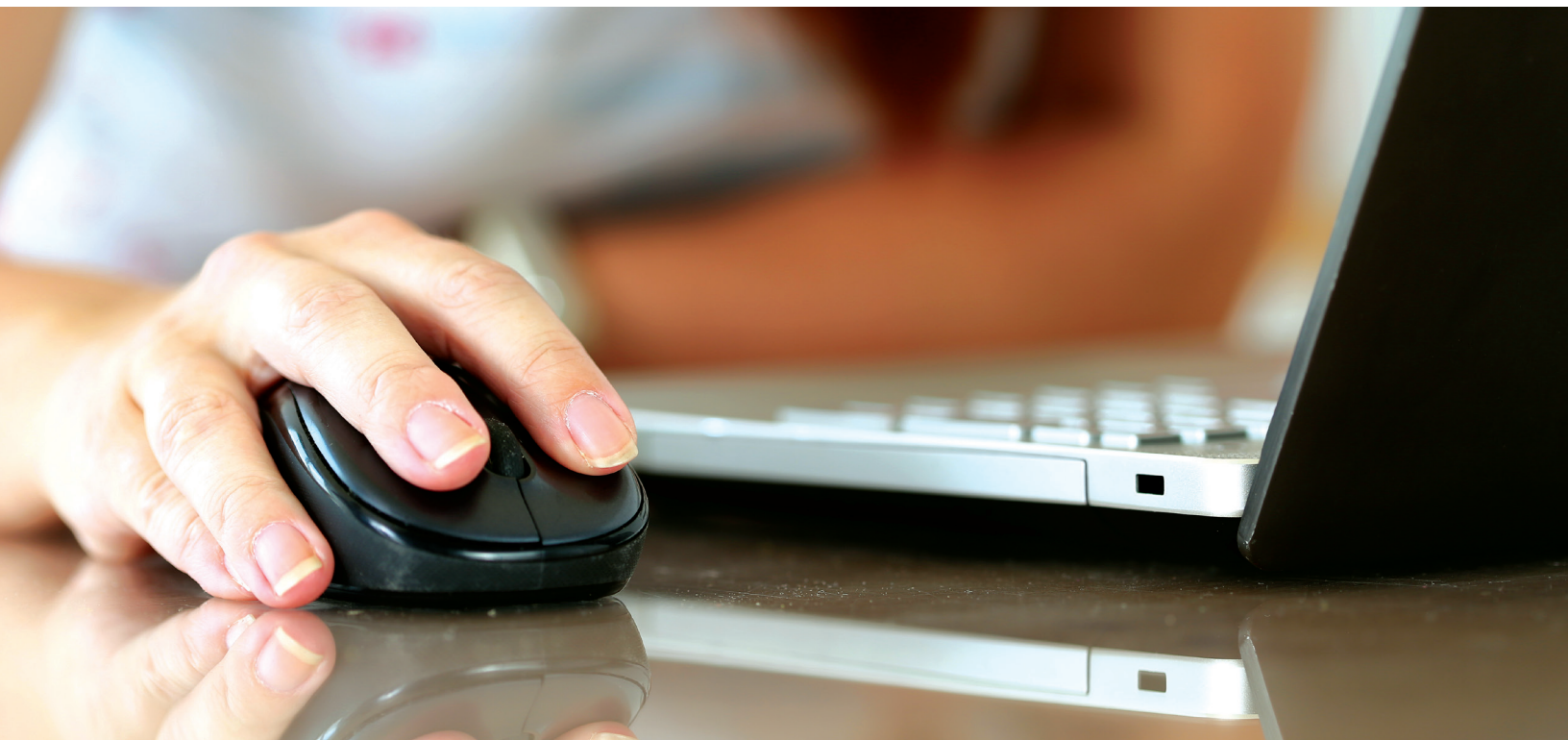
1. Login
2. Go to *More > My Children*
3. Select *Add Child*

### How do I add children older than age 18 to my account?

Your adult children can create their own account following the same steps listed in "How do I create an account?"

### How do I contact Amwell for additional support?

Call 1-844-733-3627 or email [support@americanwell.com](mailto:support@americanwell.com).





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