



# TELEHEALTH 24/7 HEALTHCARE

- Get care wherever you are for common medical issues
- Provided by American Well (Amwell)<sup>1</sup>



**85%** of Amwell patients' issues are resolved during a telehealth visit.



## Who uses TELEHEALTH?

- Busy professionals who can't wait for an appointment
- Families, including sick children
- Individuals that live in rural areas or outside the city

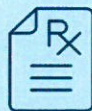
## Why use TELEHEALTH?



Speak with a doctor in minutes – **AVERAGE WAIT TIME IS 3 MINUTES**



Connect easily with your camera phone or personal computer with camera



Get the care you need – including some prescriptions<sup>2</sup>



Meet with licensed, U.S. board-certified physicians with an average 15 years' experience practicing medicine



Feel safe with Amwell's private, secure, HIPAA-compliant tool



Save on drive time or office wait time



Rest assured if you are traveling and need care quick



Pay much less than going to emergency room

## What can be treated?

Common medical issues, such as:

- Sinus Pain
- Mild Asthma
- Mild Allergic Reactions
- Minor Headaches
- Burning with Urination
- Cold Sores
- Sprains, Strains
- Pink Eye
- Nausea, Vomiting, Diarrhea
- Bumps, Cuts, Scrapes
- Coughs, Sore Throat
- Eye Swelling, Irritation, Redness or Pain
- Minor Fevers, Colds
- Rashes, Minor Burns



Amwell is a provider in the Blue KC network, and their contracted rates are subject to change. Enter your member information in the **Amwell Mobile app** or at [Amwell.com](http://Amwell.com) to see the current cost of telehealth services.

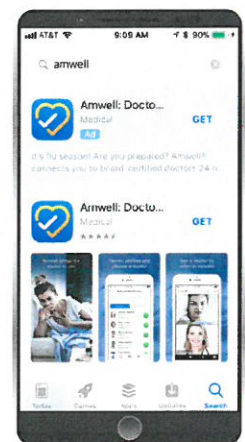
### TELEHEALTH IS NOT FOR EMERGENCIES

**If you are experiencing severe symptoms or have a serious medical concern, it's important to go to the emergency room or call 911.**

## How do I make an appointment?

1. Download the **Amwell Mobile App** or visit [Amwell.com](http://Amwell.com).
2. Create an account using your Blue KC member ID card for reference. Ensure you choose **Blue KC** from the drop-down list.
3. View a list of available doctors, their experience and ratings, and select one.
4. Stream a live visit directly from the Web or your mobile device.

If needed and if medically appropriate, you can request a sick slip or back-to-work documents from your Amwell doctor.



<sup>1</sup> Amwell is available to most Blue KC members (Medicare Advantage members do not have access).

<sup>2</sup> Blue KC does not guarantee a prescription will be written.

American Well's Online Care Group is an independent provider contracted to participate in Blue KC's commercial provider networks.



# Amwell: Online Doctor Visits in Minutes

## FREQUENTLY ASKED QUESTIONS

### WHAT IS AMWELL TELEHEALTH?

Amwell® is a telehealth provider. It is a fast and easy way to see a doctor in just minutes. You can have video visits with a doctor anytime. It's easy to use, private and secure.

### WHAT DOES AMWELL OFFER?

- Your choice of trusted, U.S. board-certified doctors
- Video visits using the web or mobile app
- Consultation, diagnosis—even prescriptions (when appropriate)

Amwell's telehealth services can be used any time, day or night. It's perfect when your doctor's office is closed, you're too sick or busy to see someone in person, or even when you're traveling.



### WHAT SERVICES ARE INCLUDED/EXCLUDED IN THE AMWELL TELEHEALTH OFFERING?

At this time the telehealth services offered to Blue KC members is limited to medical and children's medical services only.

Members can still obtain telehealth treatment for psychology, adolescent psychology and diet and nutrition services through Amwell, however, these services are not included in the Blue KC-Amwell telehealth offering. Please note, Blue KC offers therapist services and ongoing counseling for concerns like depression, anxiety, stress, relationships and insomnia outside of telehealth. Please check your explanation of benefits or call 816-395-3558 for more information.



### HOW DO I SIGN-UP? IT'S EASY, FOLLOW THESE SIMPLE STEPS:

1. Signing up is free, just download the app (see below) or visit Amwell.com
2. Download the iOS or Android App by searching "Amwell"
3. Sign up on the web at Amwell.com
4. Be sure to include your **Blue KC** insurance information when creating your account. For detailed instructions, see Amwell – A Quick Guide

### WHAT CAN AMWELL DOCTORS TREAT?

Amwell can help you take care of most common medical issues like, colds, flu, fever, rash, abdominal pain, sinusitis, pinkeye, ear infection and migraines.

Blue KC covers therapist services and ongoing counseling for concerns like depression, anxiety, stress, relationships and insomnia; however, we do not provide in-network benefits for Amwell.

### WHAT IS THE COST?

Amwell office visits are considered "urgent care" and will process according to your