

# 24/7 online health care



Blue Cross  
Blue Shield  
Blue Care Network  
of Michigan

Confidence comes with every card.®



POWERED BY  
AMERICAN WELL®

## Frequently asked questions

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

### What's 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?

An Amwell doctor who:

- Is in network
- Is U.S. board-certified and licensed in your state
- Has an average of 15 years experience practicing medicine
- 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 illnesses, such as:

- Sinus and respiratory infections
- Colds, flu and seasonal allergies
- Minor burns, cuts and scrapes
- Skin rash
- Painful urination
- Eye irritation or redness
- Sore throat
- Earache
- Vomiting

### 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?

Visits are \$49 or less, based on your plan coverage, copayment, coinsurance and deductible. If you have a plan with a copay, it's generally equal to or less than what you pay for a primary care office visit. 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 your primary doctor isn't available and you need fast, convenient, affordable, quality care. Take advantage of 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.

### 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.\*

### What's online health care not used for?

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

- Life-threatening conditions
- Chest pain
- Possible broken bones
- Sudden blurred vision
- Poisoning
- Unconscious state

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. Each year, Amwell doctors make over 1,000 distinct diagnoses. 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 a pharmacy you choose using Amwell's pharmacy locator. Make the most of your benefits by finding an in-network pharmacy.

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 federal or state forms that require in-person evaluations (for example, Family Medical Leave Act, disability, handicap parking permits).

### Where is online health care available?

It's available in most states. Some states have visit and prescribing restrictions. To see the current map, visit: [info.americanwell.com/where-can-i-see-a-doctor-online](http://info.americanwell.com/where-can-i-see-a-doctor-online).

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.



\*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)

### How do I create an account?

Sign up now:

**Mobile** – Download the Amwell app

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

**Phone** – Call 1-844-733-3627

- Add your Blue Cross or BCN health care plan information
- Use service key: **BCBSM**

### Why is the service key important?

The service key connects your Amwell account to Blue Cross and BCN's online health care. If you don't add the service key **BCBSM** to your Amwell account, you may be charged incorrectly for an online visit.

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

From the app:

1. Log in to your account.
2. Click *More*.
3. Click *Service Keys*.
4. Type **BCBSM** in the service key field, and click *Add*.
5. Click *My Insurance*, and add or update your Blue Cross or BCN health care plan information. It's on your ID card.

From a computer:

1. Log in to your account.
2. Select + *Add a Service Key* (find it at the bottom of My Services menu, on the lower-right side of the home screen).
3. Type **BCBSM** in the service key field, and click *Add*.
4. Go to *My Account*, then select *My Profile*.
5. Click the Health Insurance Information *Edit* box to add or update your Blue Cross or BCN health care plan information. It's on your ID card.

### 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:

- When logged in on a computer: Go to *My Account*, then click *My Profile*, then *My Children* and select *Add*.
- On the app: Go to *More*, then *My Children* and select *Add Child*.

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

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

### What if I have more questions?

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





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