

# 24/7 online health care

POWERED BY AMERICAN WELL®



#### 24/7 online health care







#### See a doctor online

- Quality health care anytime, anywhere\*
- When your primary doctor isn't available
- Use your smartphone, tablet or computer to meet with a doctor face-to-face online
- Fast, convenient and affordable
- Private and secure



\*U.S. only. Some states have <u>visit and prescribing restrictions</u>. Online health care doesn't replace primary doctor relationships. Visits are \$49 or less, based on your plan coverage, copayment, coinsurance and deductible.

American Well<sup>®</sup> is an independent company that provides online health care for Blue Cross Blue Shield of Michigan and Blue Care Network members.

Blue Cross and BCN do not control the content of the Amwell website.

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

### How does an online visit work?

24/7 online health care is fast and easy.

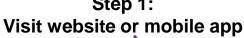














Step 2: Choose a doctor

#### When signing up:

- Enter your enrollee or subscriber ID
- Use service key BCBSM



Step 3: See the doctor online

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## When would I use online health care?

- When your primary doctor isn't available
- When you feel too sick to drive
- When you can't leave your home or workplace
- When you're on vacation or traveling for work
- When you're caring for children or a family member and can't leave
- When you're looking for affordable after-hours care









### 24/7 online health care







### What can be treated with online care?

Online care is useful for minor illnesses and symptoms, such as:

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

### What kind of doctor will I see?

#### You'll see a quality Amwell™ doctor who:

- Is in network
- Is U.S. board-certified
- Is 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







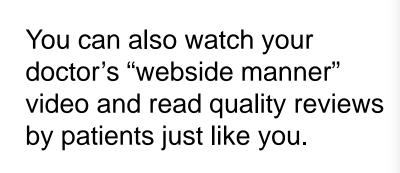


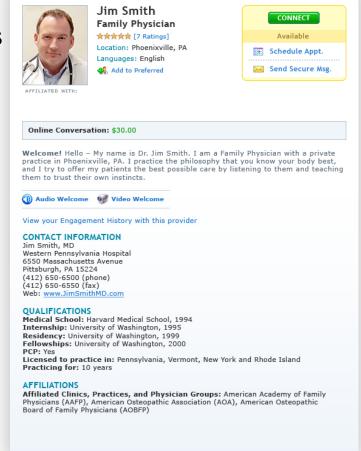
### How do I choose a doctor?

Every doctor has an online photo and a profile listing their:

- Education
- Experience and certifications
- **Affiliations**
- Practice philosophy







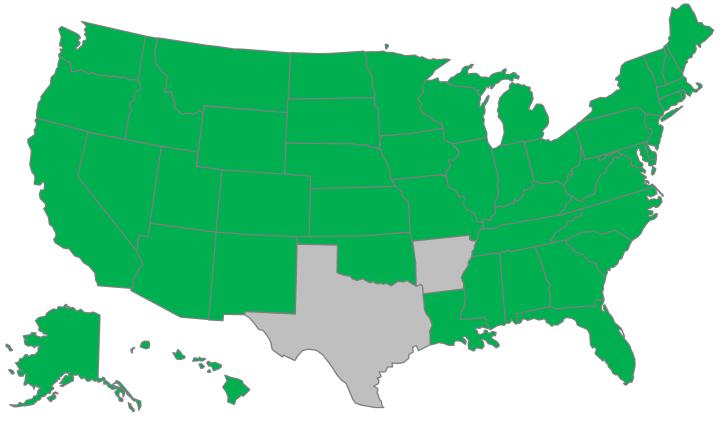
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## Where can I use 24/7 online health care?



# 24/7 online health care



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#### Visits and Prescribing

You can see a doctor online and they can prescribe you medication if deemed medically appropriate

#### **No Visits**

Video consultations cannot occur in the absence of a prior in-person relationship

This map represents American Well's understanding as of August, 2016 of the regulatory environment and is not a legal opinion

#### Find the current map at: <a href="http://info.americanwell.com/where-can-i-see-a-doctor-onlinee">http://info.americanwell.com/where-can-i-see-a-doctor-onlinee</a>

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## Can my family use online health care?

- Family members on your Blue Cross or Blue Care
   Network health care plan can use online health care.
- Your spouse and children over 18-years old can create their own accounts.
- Parents and guardians can add children under age 18 to their accounts to have doctor visits on the child's behalf.

Sign everyone up now to save time when they need care.

Enter your enrollee or subscriber ID

Use service key: **BCBSM** 









## How do I sign up?

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**Mobile** — Download the Amwell™ app

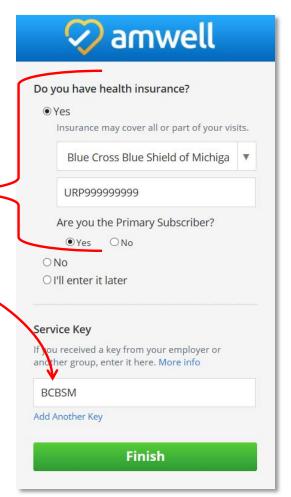
Web — Go to bcbsm.amwell.com

**Phone** — Call 1-844-733-3627

 Add your Blue Cross or BCN health care plan information

Use service key BCBSM

**IMPORTANT:** You may be charged incorrectly if you don't enter your plan information and service key. If you already have an Amwell account, log in and update your plan information and service key.



# Enroll now! Be ready to see a doctor when you need one.

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