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## Amwell Online Services

Here are some common questions about Amwell



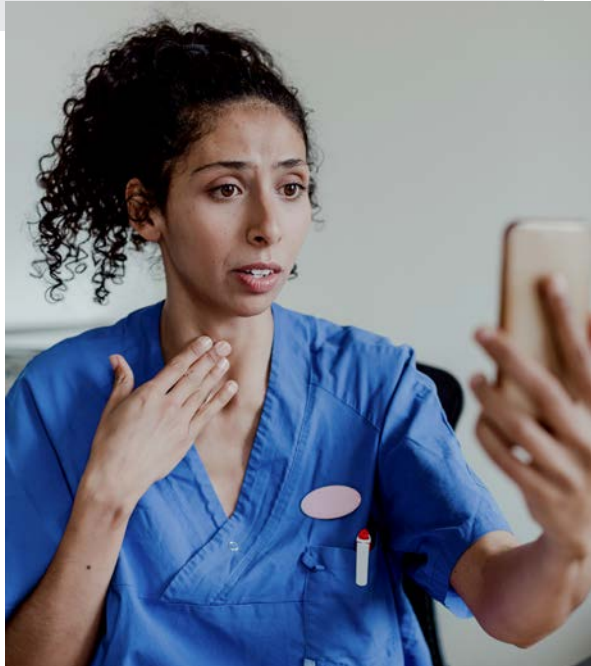
**Download the Amwell app and enroll now:**

Select BCBSND as your health plan

Enter your health plan information

Service Key: **BCBSND**

Visit [www.amwell.com](http://www.amwell.com) for more information



## Amwell online services are now available to you.

### What is Amwell?

Amwell is a faster, easier way to see a provider. You can have video visits on your smartphone, tablet, or computer. It's easy to use, private, and secure. It's free to enroll and cost effective.

### How do I Sign-up?

1. Download our iOS or Android mobile app OR visit [www.amwell.com](http://www.amwell.com).
2. Fill in the contact information form
3. Set up your username and password

### What services are available?

- Urgent care
- Therapy/Psychiatry
- Lactation
- Nutrition

### Can I get prescriptions through Amwell visits?

Yes, Amwell providers will write prescriptions, if appropriate. However, controlled substances, such as opioids, will not be prescribed through Amwell.

### Will I be charged more if I talk to a provider on weekends, nights or holidays?

No, the cost is the same.

## Urgent Care FAQ

### What does Amwell offer for Urgent Care?

- Your choice of trusted, U.S. board-certified doctors and therapists
- Peace of mind with a doctor "on call" 24/7 to provide quality care
- Consultation, diagnosis, and prescriptions (when appropriate)

### How does it work?

Amwell 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 can doctors treat on Amwell?

On Amwell, you can meet with a provider to receive treatment for:

- Colds
- Flu
- Fever
- Migraines
- Rash
- Sinusitis
- Ear infection
- Pinkeye
- Abdominal pain

### What is the cost?

The maximum cost for a visit is \$59 but may be lower, depending on your plan.

### When would I use Amwell?

- I should probably see a doctor, but can't fit it into my schedule
- My doctor's office is closed
- I feel too sick to drive
- I have children at home and don't want to bring them with me
- It's difficult for me to get a doctor's appointment
- I'm on business travel and stuck in a hotel room

### Can I use Amwell when I'm traveling?

Yes, Amwell is great when you're on the road for vacation or work.

### Who are the Doctors?

Clinical services on Amwell are provided by Online Care Group – the nation's first and largest primary care group devoted to telehealth. Doctors on Amwell:

- Have an average of 15-years of experience in primary and urgent care
- Are US Board Certified, licensed, and credentialed
- Have profiles, so you can see their education and practice experience
- Are rated by other patients, so you can review and select the doctor that meets your needs

### How do I add my spouse?

Your spouse should create a separate account to enroll.

### How do I add a child to my account?

Parents and guardians can add their children who are under age 18 to their account and have doctor visits on their behalf. Enroll yourself first and then add your child or dependent to your account.

### What should I do if I have a child over 18 who is still on my health insurance?

They should enroll as an adult and create their own separate account.

## Assistance for Urgent Care

If you have any other questions, please email our support team at [support@americanwell.com](mailto:support@americanwell.com) or call **855-818-DOCS** (855-818-3627).

## Table of Contents

Introduction ..... 2

Urgent Care FAQ..... 3

Therapy/Psychiatry FAQ..... 4-7

Lactation FAQ..... 8-9

Nutrition FAQ..... 10-11

# Therapy/Psychiatry FAQ

## What is Telepsychiatry?

With the Amwell web or mobile app, you can see a psychiatrist, face to face, to address common behavioral health challenges from the privacy and comfort of your own home. Psychiatrists are different than therapists in that they have the ability to prescribe medications for the treatment of diagnosed mental disorders.

## What is the difference between a therapist and psychiatrist?

A patient would see a psychiatrist for medication management and a psychologist for behavioral talk therapy. Sometimes the best form of treatment is a combination of talk therapy and medication management. Both psychiatrists and psychologists are able to evaluate a person and determine if services should be augmented by either talk therapy or medication management.

## Why would I see a psychiatrist online?

One in four Americans is affected by emotional distress at some time in life, but only one in eight seeks care. From chronic concerns such as depression and anxiety, to recent stress caused by events such as grief, divorce, parenthood, or other major life changes, online psychiatry allows for reliable and convenient therapy visits with licensed and highly trained physicians.

## Besides an initial consultation and diagnosis, here are a few reasons people go online to see a psychiatrist:

- You need more than one psychiatric medication
- You have more than one mental disorder diagnosis
- You feel that you are not getting better under the care of a general practitioner
- You are experiencing complex side effects to your current medications or disagree with your doctor's current treatment plan and would like a second opinion
- You want to change your psychiatric medication



## Here are some of the most common conditions that can be addressed online:

- Anxiety
- Attention deficit/hyperactivity disorder (ADHD)
- Depression (Major Depressive Disorder, Postpartum Depression)
- Bipolar Disorder
- Attention Deficit Disorder (ADD)
- Obsessive Compulsive Disorder (OCD)
- Post-Traumatic Stress Disorder (PTSD)

## How much does a visit cost?

- **Therapist:** Maximum cost is \$85 per visit but may be lower, depending on your health plan.
- **Psychologist:** Maximum cost is \$99 per visit but may be lower, depending on your health plan.
- **Psychiatrist:** The maximum cost for the initial visit is \$199 and \$95 for a follow-up visit. The visit costs may be lower, depending on your health plan.



### **Do I need to schedule an appointment for telepsychiatry?**

Yes. Amwell psychiatrists are available for appointment by calling 877-410-5548 or by using the self-scheduling feature within the Amwell app. The team of psychiatrists is accessible 6 a.m. – 10 p.m. CST, 7 days per week to help you and your family cope with the many life issues that may require professional attention. Once you and your psychiatrist have established a relationship, your psychiatrist will schedule ongoing sessions to continue treatment.

### **What is an online psychiatry session like?**

An online psychiatry session is structured just like an office visit, but it can be conducted from a convenient location of your choosing. You will be asked about any current emotional symptoms, potential factors contributing to these symptoms, treatment history and what you would like accomplished during your visit. Using all of this information, your psychiatrist will come up with a thorough assessment and treatment plan. This will be an ongoing conversation and can change over time based on your needs.

### **Who are the psychiatrists?**

The telepsychiatry services on Amwell are provided by a network of licensed physicians who are board-certified in psychiatry and neurology. They can provide medical evaluations, medication management, counseling, and assessment. Each psychiatrist is licensed to practice in their state, trained in prevention, and treatment techniques via telehealth. In addition to psychiatrists, we have online psychologists, therapists, and counselors who can provide additional counseling services.

### **Is my online psychiatry visit private and secure?**

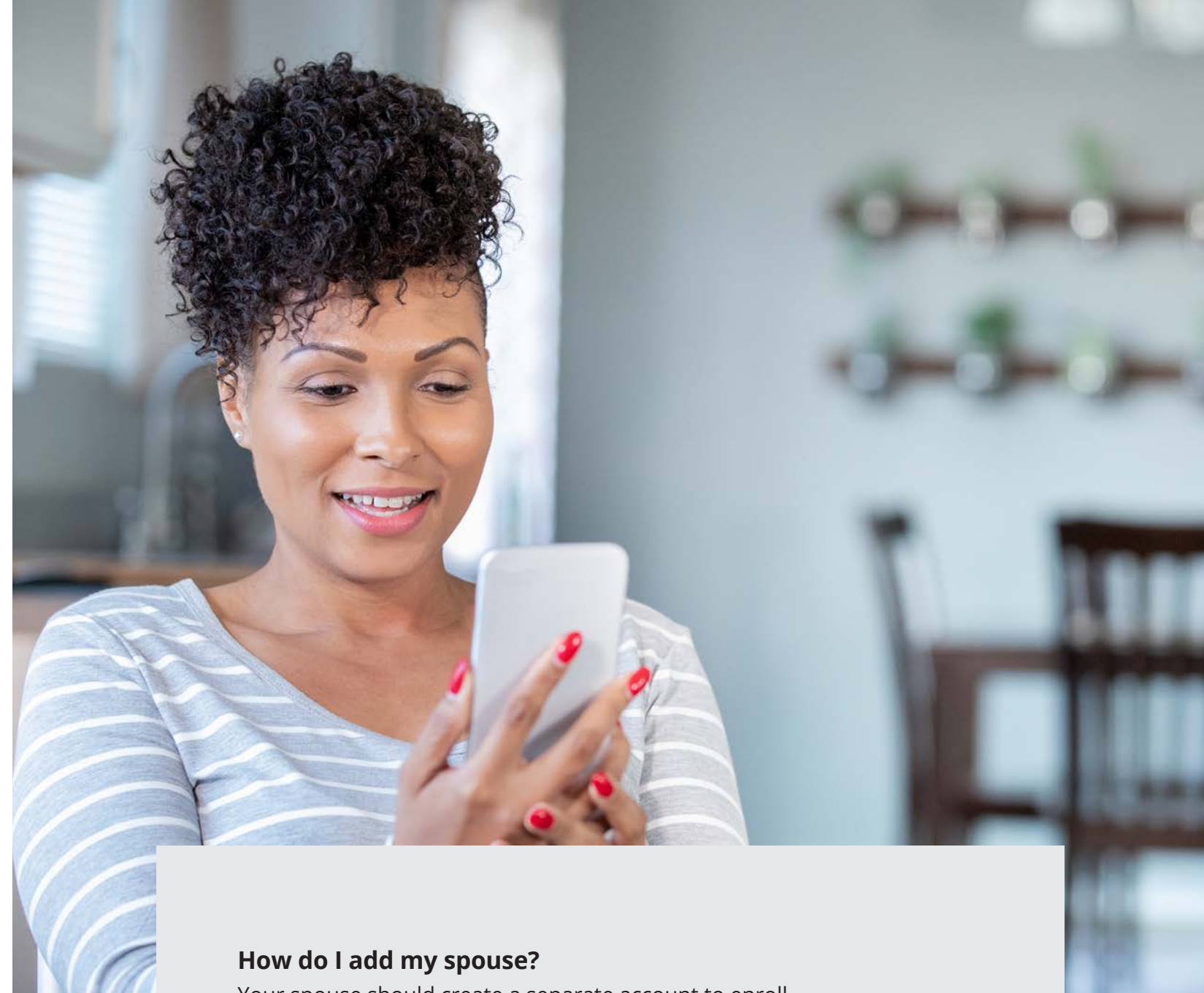
Yes, Amwell feels it is of utmost importance to maintain patient privacy and keep information secure. Amwell is designed to be a private, secure, HIPAA-compliant tool that allows you to safely and confidentially consult with a psychiatrist online.

### **Can I see a psychiatrist online if I am traveling or in another state?**

Yes, just make sure to select the state you're in within the mobile application under "My Location". After selecting your location, you'll only see psychiatrists licensed to provide care within that state. When using the app, you can choose to update your current state based on mobile geolocation, which will allow you to find a physician, whether you are at home or on the go.

### **What if I don't like my psychiatrist?**

Seeking support from a medical professional is a big step in caring for yourself. Your relationship with your psychiatrist is an important part of your successful treatment. Do not be hesitant to interview more than one psychiatrist to find one that has the experience, qualifications, and professional skills which allow you to work towards being the best version of yourself. A psychiatrist will respect your choices.



### **How do I add my spouse?**

Your spouse should create a separate account to enroll.

### **Can minors be treated?**

At this point in time we are only seeing patients who are ages 18 and up.

## **Assistance for Therapy/Psychiatry**

Didn't see the answer to your question? Don't worry. Just e-mail [support@americanwell.com](mailto:support@americanwell.com) or call **844-SEE-DOCS** (844-733-3627).

We have highly trained health service specialists standing by to take your call, 24/7.

## Lactation FAQ

### What is online lactation counseling?

With the Amwell web or mobile app, you can see a lactation consultant face-to-face to address common issues associated with breastfeeding. They can provide help on a number of issues such as latching, breast pain due to feeding issues, questions about milk supply, pumping or going back to work or school as well as many more.

**Visit Cost:** The maximum cost for the initial visit is \$110 and \$69 for a follow-up visit. The visit costs may be lower, depending on your health plan.

### Do I need to schedule an appointment to see a lactation consultant?

Amwell lactation consultants are only available by appointment by calling [877-410-5548](tel:877-410-5548) or using the self-schedule feature within the Amwell app. Our team of lactation consultants is available 24 hours a day, 7 days per week to help you and your baby with common questions and issues associated with breastfeeding.

### Why should I see a lactation consultant?

Lactation Consultants are trained experts in the clinical management of breastfeeding. You can trust that the information they provide is the most up-to-date, evidenced-based practice for breastfeeding care. Whether it is a simple breastfeeding question or more complex problem, lactation consultants are here to help you in your unique situation as no two babies or mothers are alike!

### What is an international board-certified lactation consultant (IBCLC)? Are all of your lactation consultants IBCLCs?

Yes, all of our lactation consultants are current IBCLCs, is the gold-standard in breastfeeding care. Each consultant has had thorough lactation education, completed a lactation-specific clinical internship and passed a board examination. In addition, they must recertify every 5 years and retest every 10 years, so you can be confident their education and expertise are always up-to-date.

### Will my lactation consult be private and secure?

Yes, we feel it is of utmost importance to maintain patient privacy and keep information secure. Amwell is designed to be a private, secure, HIPAA-compliant tool that allows you to safely and confidentially consult with a doctor online.

### Are consult sessions recorded?

No, to ensure privacy and security of data, Amwell lactation sessions are neither recorded nor stored.

### How many consultations will I need?

Most mothers, on average, will need 1-3 consultations to answer their questions and resolve breastfeeding challenges or issues.

### How long is a visit and what can I expect when I login to start my appointment?

Our initial appointments are 50 minutes in length and our follow up appointments are 30 minutes in length. At the first appointment, a lactation consultant will review the health history for you and your baby to get a holistic understanding of the questions and issues you are having. We also like to perform a feeding assessment to help identify any problems and work

## Assistance for Lactation

Call [844-SEE-DOCS](tel:844-SEE-DOCS) (844-733-3627)

with you to troubleshoot solutions. Finally, we come up with an individualized breastfeeding care plan that will be made accessible to you via your patient profile. The breastfeeding plan will review any topics discussed or instructions given at your appointment. We will also include any patient educational materials that might be beneficial to your unique situation.

### Can I see the same lactation consultant if I like them for a follow-up visit?

Absolutely! Simply choose the lactation consultant you would like to see again and select the appointment time that fits with your schedule.

### What states allow lactation consults online?

We have nationwide coverage, you can see one of our international board-certified lactation consultants in all 50 states.



## Nutrition FAQ

### What is online nutrition counseling?

With the Amwell web or mobile app, you can select a registered dietitian/nutritionist of your choice to address common nutrition questions/concerns, from the privacy and comfort of your own home. Amwell's nutritional services are available nationwide.

**Visit Cost:** The maximum cost per visit is \$65 but may be lower, depending on your health plan.

### How long is a typical online nutrition counseling visit on Amwell?

A typical nutrition visit on Amwell is 30 minutes, but you can schedule follow-up appointments with your dietitian/nutritionist of choice should you need more than one session to address your concerns.

### Do I need to schedule an appointment for online nutrition counseling?

Amwell dietitians are available by appointment by using the self-scheduling feature within the application or by calling [844-SEE-DOCS](tel:844-SEE-DOCS) (844-733-3627). Our team of dietitians have daytime, evening and weekend appointments for your convenience.

### Is my visit private and secure?

Yes, we feel it is of utmost importance to maintain patient privacy and keep information secure. Amwell is designed to be a private, secure, HIPAA-compliant tool that allows you to safely and confidentially consult with a dietitian online.

### Why should I consider online nutrition counseling?

- I want to look good and eat well in a way that fits with my busy lifestyle.
- I want to lose weight and need some nutrition tips to help me reach my goal.
- I am a mom-to-be and I'm eager to learn more about eating for both myself and my baby.
- I am looking for ways to boost my energy throughout the day.
- I am looking for new ways to keep my family healthy.
- I want tips for easy meal planning and healthy snacks.
- I want to watch what I eat, but not sacrifice my favorite foods.
- I want to learn what to eat to prevent chronic conditions like diabetes, high blood pressure and heart disease.
- I am looking for nutrition tips to help with my chronic condition.
- I need help determining nutrition and diet facts from fads.



### What is the difference between a registered dietitian (RD) and a nutritionist?

Registered dietitians are nutritionists but not all nutritionists are registered dietitians. Virtually anyone can call himself/herself a "nutritionist" regardless of education or training. All of our nutritionists are registered dietitians (RDs). RDs receive extensive training that combines academic preparation with hands-on, practical patient experience. RDs must complete a minimum of a bachelor's degree, participate in a practice program involving direct patient care, and pass a national registration exam.

### Who are the dietitians/nutritionists?

They have been hand-selected and certified in telehealth to deliver the best nutritional advice to you and your families. The online nutrition counseling services provided by Amwell are provided by a network within the Online Care Group, a primary care practice with a national network of U.S. board-certified clinicians devoted to video telehealth.

### Can I see a dietitian/nutritionist if I am traveling outside of the United States?

While we hope to soon be available internationally, we currently only operate in the United States.

### Can my child/children see a dietitian/nutritionist on Amwell?

Children, under the age of 18, may be easily added to your Amwell account.

## Assistance for Nutrition

Don't see your question? Don't worry. Just e-mail [support@americanwell.com](mailto:support@americanwell.com) or call [855-818-DOCS](tel:855-818-DOCS) (855-818-3627). We have highly trained health service specialists standing by to take your call, 24/7.

# Easy to use. No hassle.



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