HealthEngine FAQs

Who is HealthEngine?

HealthEngine provides a technology platform that empowers consumers to save between 20-60% on healthcare services and gives physicians the ability to communicate their value to potential patients in terms of education, experience and other unique factors. When utilizing HealthEngine, consumers are finally able to shop for healthcare in the same way they shop for virtually everything else that matters to them.

Why is CDW offering HealthEngine?

CDW is offering HealthEngine so that you have a tool to get maximum value from your existing health insurance plan. The ultimate goal is for you to get great healthcare at a lower price.

Why would I want to use HealthEngine?

HealthEngine is available to help you find the healthcare procedures, providers and specialists you need. HealthEngine offers value in several ways:

1. Provider Search: It allows you to easily search for nearby healthcare providers that perform the procedure you need. HealthEngine provides information, when available, to help you evaluate healthcare providers, such as their educational background, training and procedure volume.
2. Estimated Pricing Guide: HealthEngine provides estimated prices across providers for many common procedures so you can make an informed choice.
3. The Care Concierge team that will save you time by scheduling appointments for you and managing all of the other details related to your procedure.

How does HealthEngine save us money?

HealthEngine's platform shows you the variety of prices available for nearly 200 common medical procedures across 1.2 million providers. You may be surprised to know that prices can vary by 200% to 600% for the same service. With this information you're able to decide which provider to see and what price to pay.

How does HealthEngine help me learn more about healthcare providers?

HealthEngine provides information on each healthcare provider and facility in its database. When you click on the name of physicians in the database, you will see information including the physician's location, specialty, academic degrees and training (when available).

How much does HealthEngine cost?

HealthEngine is available at no cost to both you and CDW.

Does HealthEngine comply with the HIPAA privacy standards?

Yes – the HealthEngine platform is HIPAA compliant.

Does HealthEngine choose healthcare providers for me?

No. HealthEngine is a resource for you to use in making your own healthcare decisions. HealthEngine will not recommend or choose any healthcare providers or procedures for you.

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HOW TO ACCESS THE PLATFORM

How do I access HealthEngine?

First you will need to activate your account using the personalized activation link that HealthEngine emailed you. If you didn't receive an email, visit healthengine.com/CDW and click on the "Get New Activation Link" link. Once your account has been activated, you can find the site at healthengine.com/CDW or by calling our Care Concierge team at 877.772.5595.

What if I don't want to use the HealthEngine online portal?

If you don't want to use the online portal, you can call our Care Concierge team at 877.772.5595 from 9am – 5pm CT.

I didn't receive the "Welcome to HealthEngine" email. How do I sign-up for HealthEngine?

You can visit healthengine.com/CDW and click on the "Get New Activation Link" link or call the HealthEngine Care Concierge team at 877.772.5595.

What if I have problems logging in?

If you have trouble logging in, visit healthengine.com/CDW. You'll see options to reset your password or to request a new personalized activation link. You'll need your email address to change your password.

HOW THE PLATFORM WORKS: SEARCH

How do I search for healthcare providers or services using HealthEngine?

To search using HealthEngine, start typing what you're looking for in the search box. You can search for a procedure or service (e.g., MRI, CT-scan), a specific provider (e.g. Dr. Jane Doe) or a provider type (e.g., Dermatologist).

What if I can't find the service, provider or specialty I'm looking for?

If you can't find what you're looking for, please call our Care Concierge at 877.772.5595. We can help you with your search.

HOW THE PLATFORM WORKS: SCHEDULE

How do I schedule an appointment?

There are two ways to schedule an appointment using HealthEngine: On the online platform, you can select the "Request Appointment" button or you can call the HealthEngine Care Concierge team at 877.772.5595. In both cases, HealthEngine will save you time by handling the appointment scheduling for you.

What happens after I click on "Request Appointment"?

Once our Care Concierge team has received your email with your preferences on date and time, they will go to work to schedule the appointment. You will hear back from us, either via email or phone, within one business day, either confirming your appointment or updating you on our progress.

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How quickly will I hear back from the Care Concierge about my appointment?

You will receive a confirmation immediately that HealthEngine has received your request. We'll then update you within one business day, via email or phone, with either a confirmed appointment or an update on the scheduling process.

Will the Care Concierge contact me via phone or email? Can I indicate a preference?

You can indicate a preference in the "Additional Information" box on the "Request an Appointment" page. If you did not indicate a preference, the Care Concierge team will call you first and then follow up with an email.

HOW THE PLATFORM WORKS: SAVE

What prices does HealthEngine show on its platform?

The prices you see in the search results are our best estimates of the price a provider charges for a particular service. This estimate is based on HealthEngine's analysis of available rate information. The rate will be confirmed if HealthEngine schedules an appointment for you.

Can I see what my out-of-pocket costs might be?

Yes. If you have confirmed your insurance information in your Account profile, we will display real-time out-of-pocket estimates based on your remaining deductible, as well as your plan information for a particular service. The HealthEngine platform also includes benefit status relative to deductibles, coinsurance and out-of-pocket maximums.

How does HealthEngine know how I'm progressing with my deductible and out-of-pocket expenses?

We utilize the same service to check your insurance status that your doctor does when you check-in for an appointment.

HOW THE PLATFORM WORKS: OTHER

How do I update my HealthEngine profile?

To update your profile, visit healthengine.com/CDW, click the Log In button, sign in, click on "Account" and then "Edit Account". There you can view and edit your demographic and insurance information. Make sure to click "Update" to save your changes.

Can my family members use HealthEngine?

Yes – your family members can use HealthEngine. Call the Care Concierge at 877.772.5595 with some basic information about the family member you want to sign up and we'll take care of the rest

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HOW THE PLATFORM WORKS: CARE CONCIERGE

What are your Care Concierge team's hours?

Our Care Concierge team is available from 9am – 5pm Central Time.

How many languages do you support?

HealthEngine's Care Concierge offers support in both English and Spanish.