

# HAP's Telehealth Services



## See a Doctor Now with HAP's Telehealth Services

Getting health care online has never been easier. HAP has partnered with American Well® to bring you telehealth services.<sup>1</sup> Doctors are now available 24/7 for live, online visits.

### Doctors are always available

Not feeling well? Is your doctor's office closed? Too sick to leave home?

Now you can see a doctor using your mobile phone, tablet, or computer. Here are the benefits of using telehealth services:

- Affordable, easy and convenient
- Doctors are licensed, board certified
- No appointment, short wait
- 24/7 access
- Online visits are secure

Telehealth frequently asked questions

### What can doctors treat?

You can get treatment for nonemergency illnesses, such as:

- Colds
- Flu
- Headache
- Sprains and strains
- Rashes and sinus infections
- Pink eye
- Other minor conditions

Using telehealth services for treatment of nonemergency illnesses can save you money compared to visiting the emergency room or urgent care.

### Can medicines be prescribed?

If it's medically necessary, doctors can even prescribe certain medications.<sup>2</sup>

### What will I pay?

You'll be charged the same cost that you would pay for visiting your primary care physician.

Out-of-pocket costs vary from plan to plan. If you're billed incorrectly after your visit, it'll be corrected once HAP has processed the claim. After the claim is processed, American Well will either send you a bill (not to exceed \$39) or issue you a refund.

## Can I use telehealth services when I'm traveling?

Telehealth services are great when you're on the road for vacation, or work. It's available in most states, but not all. For a full list of where you can reach a doctor online, visit [info.americanwell.com/where-can-i-see-a-doctor-online](http://info.americanwell.com/where-can-i-see-a-doctor-online).

## Will information from my telehealth visit be shared with my PCP?

American Well won't send anything to your PCP. However, you'll receive a summary of your visit for your personal records, which can be shared with your PCP.

## How do I give my spouse access to telehealth?

Your spouse should create a separate account to enroll.

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

Parents and guardians can add children who are under 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 18 who is still on my health insurance?

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

## Who should I contact if I need help setting up my account or have any questions?

If you have any questions, please contact the American Well support team at (855) 818-DOCS (3627) or <mailto:support@americanwell.com>.

### How do I sign up?

It's free to sign up. Follow these easy steps:



#### Desktop users:

1. Visit [hap.amwell.com](http://hap.amwell.com).
2. Create your account and click on Sign Up.
3. When prompted, use the following service key: HAPMI



#### Mobile users:

1. Search Apple's iTunes or Google Play App store for Amwell and download the app.
2. Create your account and click Sign Up.
3. When prompted, use the following service key: HAPMI.

<sup>1</sup> Telehealth services are not available to HAP Midwest Medicare and Medicaid members at this time.

<sup>2</sup> Based on current regulations.