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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.

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### 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

### 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.

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# Urgent Care FAQ

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## 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 \$67 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).

# Therapy/Psychiatry FAQ

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## **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 \$96 per visit but may be lower, depending on your health plan.
- **Psychologist:** Maximum cost is \$122 per visit but may be lower, depending on your health plan.
- **Psychiatrist:** The maximum cost for the initial visit is \$263 and \$145 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.

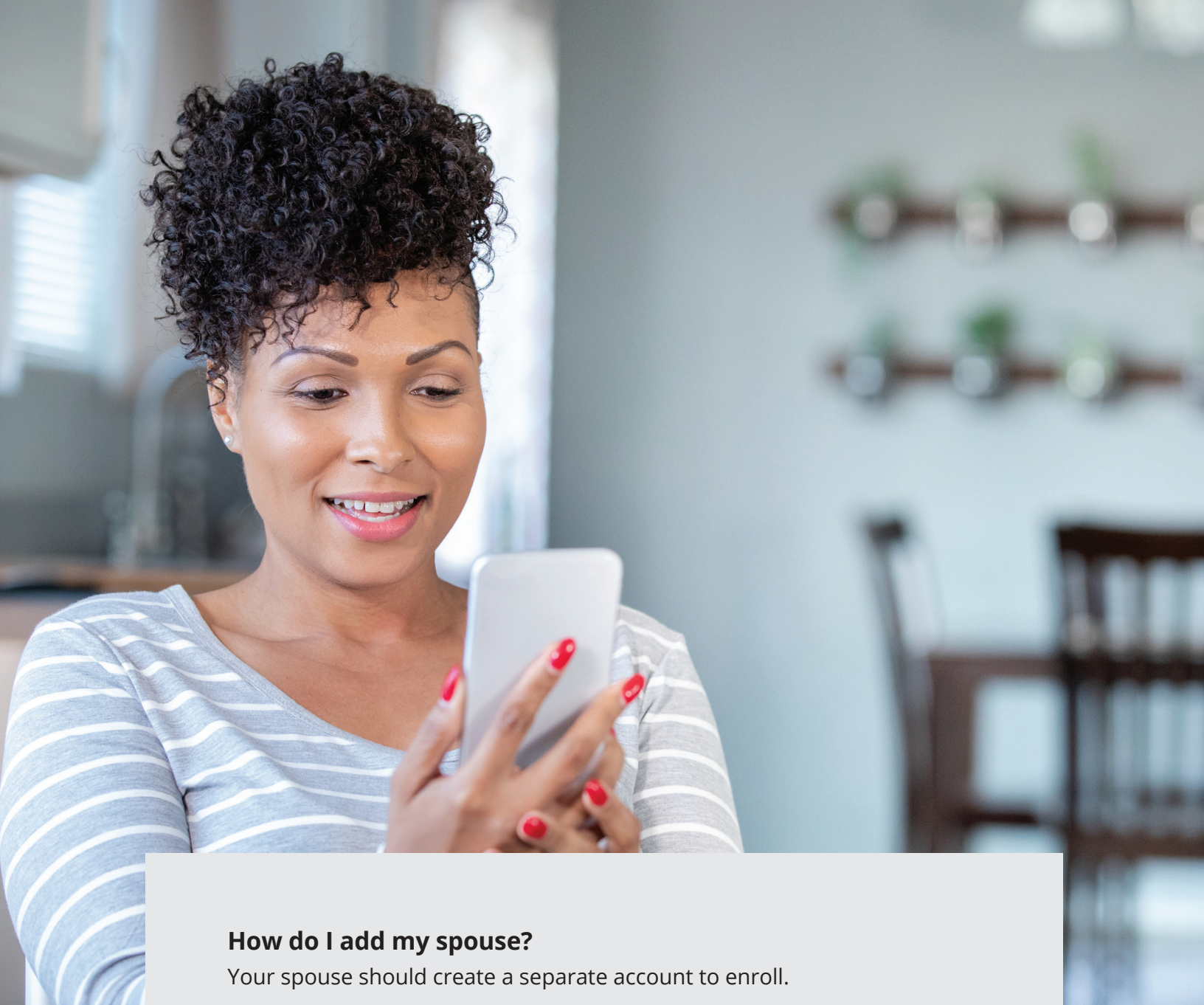
## **Can I see a psychiatrist online if I am traveling or in another state?**

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?**

Yes, a minor can be added to their parent's account. Since not all Amwell mental health providers see minors, the parent will need to check the provider's bio.

## **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.

# Easy to use. No hassle.



To enroll, use Service Key **BCBSND**  
Visit: [www.amwell.com](http://www.amwell.com) | Download the Amwell app

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