



# A fast and easy way to see a doctor.



**Blue Cross Blue Shield of North Dakota (BCBSND) has partnered with American Well (Amwell) to provide telehealth services.**

Provides the opportunity to:

- Consult with a top-rated doctor by mobile or web.
- Take advantage of the service 24/7, 365 days a year, during a convenient time.
- Get a diagnosis and obtain prescriptions, as appropriate.

**Amwell Telehealth uses video technology to provide medical or clinical care from a distance, including doctors seeing patients remotely.**

- Creating an account requires only a few steps and can be done in minutes. Information is then stored securely for all future online visits.

**Expect the following when using the service:**

- View a list of available providers, their experience and ratings.
- Select a provider and be prompted to answer a few questions, including the reason for the visit, medical history, allergies and current medications.
- After submitting information, connection is made to an Amwell provider for the visit.
- Visits average less than 15 minutes and if clinically appropriate the provider can issue a prescription.
- Access to records after the visit.



**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)

## Common conditions for Amwell services include:

- colds
- flu
- fever
- rash
- abdominal pain
- sinusitis
- pink eye
- ear infections
- migraines

## Additional services available through Amwell:

### Mental health services

Talk to a therapist anywhere. Connect by mobile or web from 6 a.m. CST to 10 p.m. CST, seven days per week. Assistance is available for:

- Bipolar disorder
- Attention deficit disorder (ADD)
- Obsessive compulsive disorder (OCD)
- Post-traumatic stress disorder (PTSD)
- Anxiety
- Attention deficit / hyperactivity disorder (ADHD)
- Depression

### Nutrition

With chronic conditions like diabetes, heart disease and obesity on the rise, the demand for nutrition counseling is growing. Amwell, in partnership with the Online Care Group (OCG), offers virtual nutrition counseling with registered dietitians who help design personalized nutrition plans for a variety of chronic conditions and health concerns.

## Lactation

Lactation consultants support women facing common breastfeeding issues such as latching, milk supply, pumping and returning to work.

## Amwell Telehealth is not meant to replace your relationship with your Primary Care Provider (PCP).

It is designed to reduce non-emergency and walk-in clinic visits when your PCP is not available.

## Amwell Telehealth can be used when traveling.

Amwell's credentialed physicians and services can be used in all states.

## Important considerations:

- Amwell telehealth is part of the BCBSND benefit plan.
- Access to Amwell is tied to the BCBSND subscriber ID number.
- Every person on the health plan will need to create their own account unless under the age of 18.
- When enrolling, you must enter Service Key: **BCBSND**
- Deductibles, copays and coinsurance may apply to Amwell services.



Blue Cross Blue Shield of North Dakota is an independent licensee of the Blue Cross & Blue Shield Association