

Amwell User Guide

www.amwell.com



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Blue Cross Blue Shield of North Dakota is an independent licensee of the Blue Cross & Blue Shield Association
American Well Corp. is an independent company providing web-based medical advice including telehealth services on behalf of Blue Cross Blue Shield of North Dakota.

A faster and easy way to get care



- Consult with a provider by mobile, web or phone.
 - 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 or call 855-818-DOCS

What to Expect

- 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.
- Urgent Care visits average less than 15 minutes and if clinically appropriate the provider can issue a prescription.

Amwell Telehealth Services

Urgent Care Services Include:

- Colds
- Flu
- Fever
- Rash
- Sinusitis
- Pink Eye
- Migraines

Mental Health Services include:

Therapy and Psychology

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

Nutrition Counseling

Lactation Consultants

Important considerations

- Amwell Telehealth can be used when traveling.
- Amwell's credentialed physicians and services can be used in all states.
- Amwell can provide prescriptions when appropriate, however controlled substances, such as opioids, will not be prescribed.
- Amwell telehealth is part of the BCBSND benefit plan.
- Access to Amwell is tied to the BCBSND subscriber ID number.
- When enrolling, you must enter Service Key: **BCBSND**
- Deductibles, copays and coinsurance may apply to Amwell services

What about my family members?

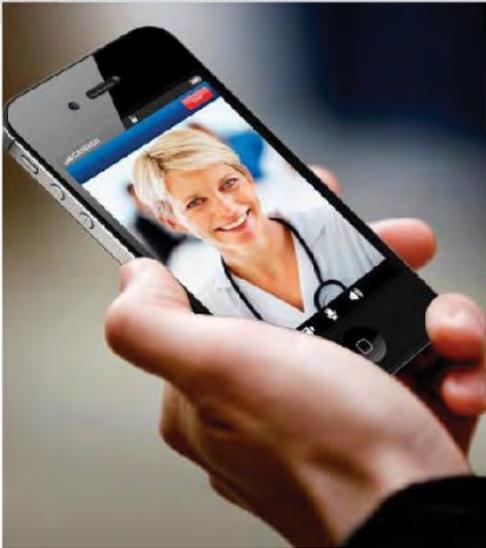
- Enroll yourself first then add your dependent minor child(ren) to your account
- Your spouse should create a separate account
- Children over 18 should create their own separate account

When should I Use Amwell?

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



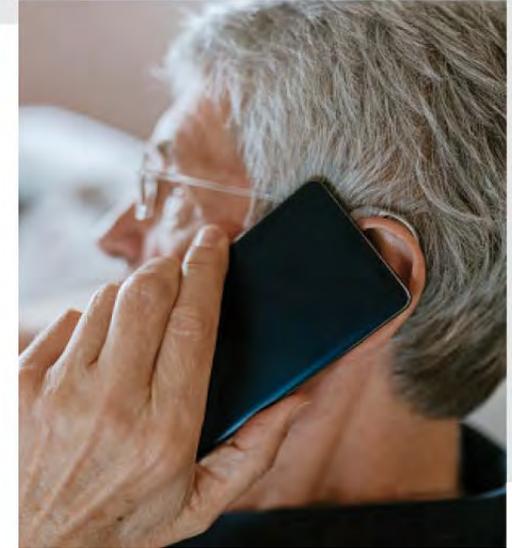
Sign-up 3 ways



Download the “Amwell” App



Visit www.amwell.com



Call 1-855-818-DOCS

How to sign up

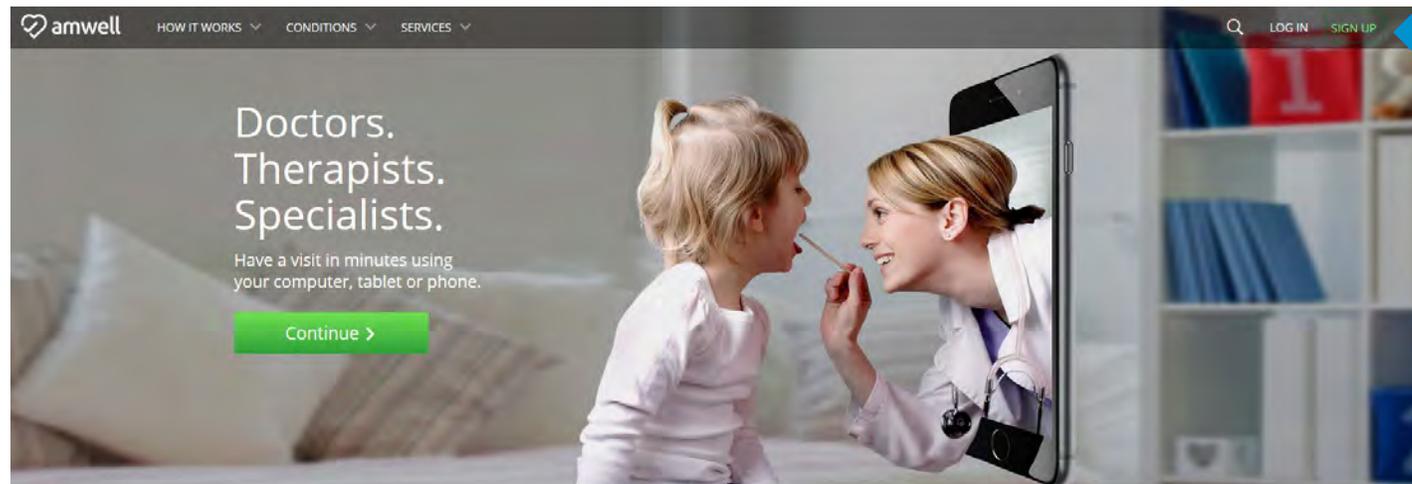


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Online Care Home Page

Go to www.amwell.com and select sign up



Amwell makes visits easier

Doctor consultations have never been more convenient. Now you can have live, on-demand video visits with a physician of your choice. Install the Amwell app today for doctors, therapists and specialists just a click away.

Sign Up Page

See a Provider Now!

Amwell makes it easy for you to talk to doctors, immediately, from your home. Simply log on or call 1-844-SEE-DOCS (1-844-733-3627) to connect with board-certified doctors in your area.

[Learn More >](#)

amwell

First Name Last Name

Email

Confirm Email

Password

I agree to these [Terms of Use.](#)

Sign Up

Already have an account? [Log In](#)

Enter the required information to sign-up and set-up your account.

Additional Information Needed



The image shows a screenshot of a web form for Amwell. At the top, there is a blue header with the Amwell logo, which consists of a yellow heart with a white checkmark inside, followed by the word "amwell" in white lowercase letters. Below the header, the text "We need a few more details to create your profile." is displayed. The form contains the following fields: a dropdown menu labeled "Your Location", a "Date of Birth:" section with three input boxes for "Month", "Day", and "Year", and two radio buttons for "Male" and "Female". At the bottom of the form is a large green button with the word "Continue" in white text.

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We need a few more details to create your profile.

Your Location ▼

Date of Birth:

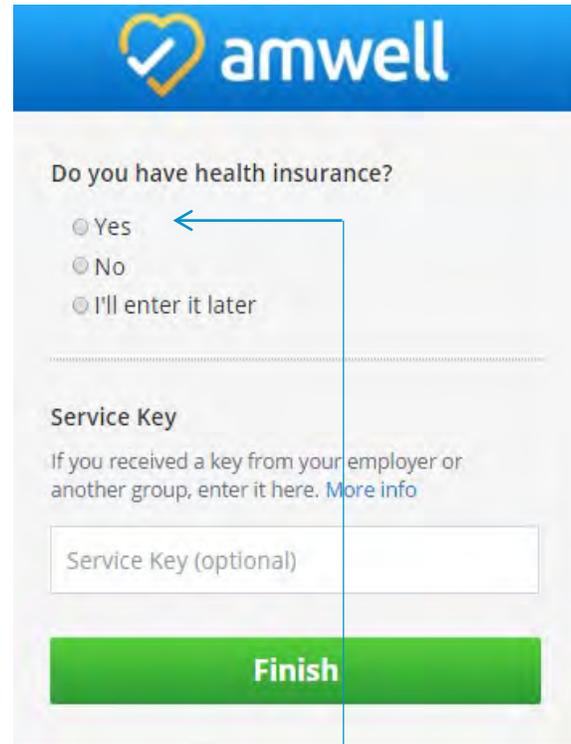
Month ▼ Day Year

Male Female

Continue

Initial Enrollment Process: Select Health Plan

Step 1:



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Do you have health insurance?

Yes ←

No

I'll enter it later

Service Key

If you received a key from your employer or another group, enter it here. [More info](#)

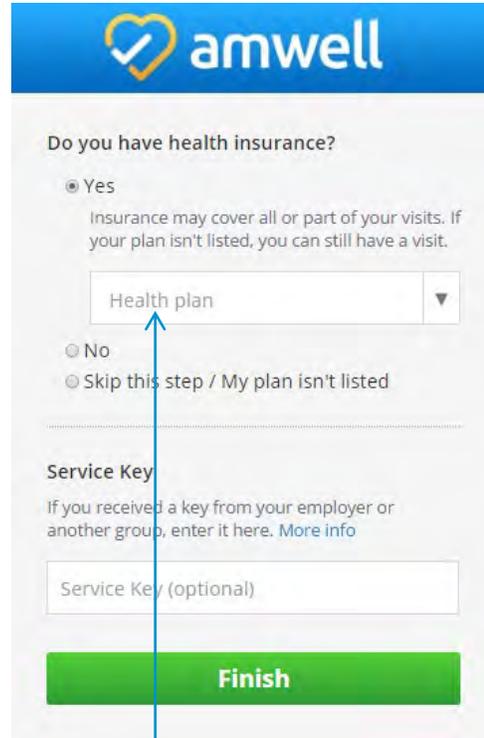
Service Key (optional)

Finish

Select "Yes"

Initial Enrollment Process: Select Health Plan

Step 2:



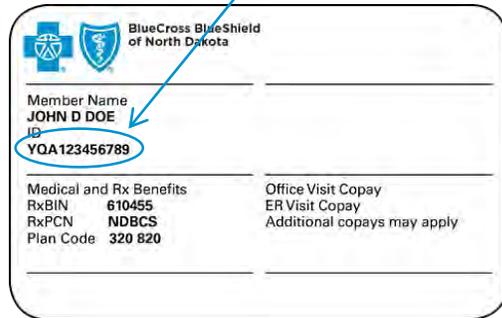
The screenshot shows the Amwell enrollment interface. At the top is the Amwell logo. Below it is the question "Do you have health insurance?". There are three radio button options: "Yes" (selected), "No", and "Skip this step / My plan isn't listed". Under the "Yes" option, there is a text note: "Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit." Below this is a dropdown menu labeled "Health plan" with a downward arrow. Underneath the dropdown are two more radio button options: "No" and "Skip this step / My plan isn't listed". Below these options is a section titled "Service Key" with the text "If you received a key from your employer or another group, enter it here. More info". There is a text input field labeled "Service Key (optional)". At the bottom of the form is a green button labeled "Finish". A blue arrow points from the "Finish" button up to the "Health plan" dropdown menu.

Select "Blue Cross Blue Shield of North Dakota" from the health plan drop down

Initial Enrollment Process: Select Health Plan

Step 3:

Subscriber ID

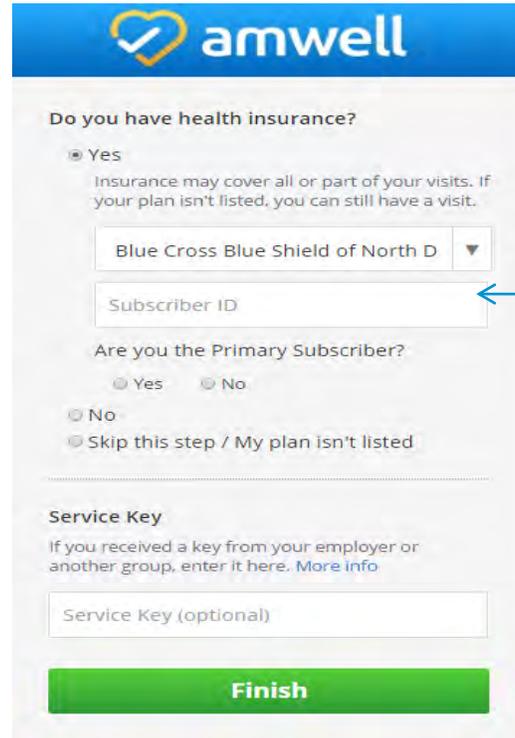


BlueCross BlueShield of North Dakota

Member Name
JOHN D DOE

ID
YQA123456789

Medical and Rx Benefits	Office Visit Copay
RxBIN 610455	ER Visit Copay
RxPCN NDBCS	Additional copays may apply
Plan Code 320 820	



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Do you have health insurance?

Yes
Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.

Blue Cross Blue Shield of North D

Subscriber ID

Are you the Primary Subscriber?

Yes No

No

Skip this step / My plan isn't listed

Service Key

If you received a key from your employer or another group, enter it here. [More info](#)

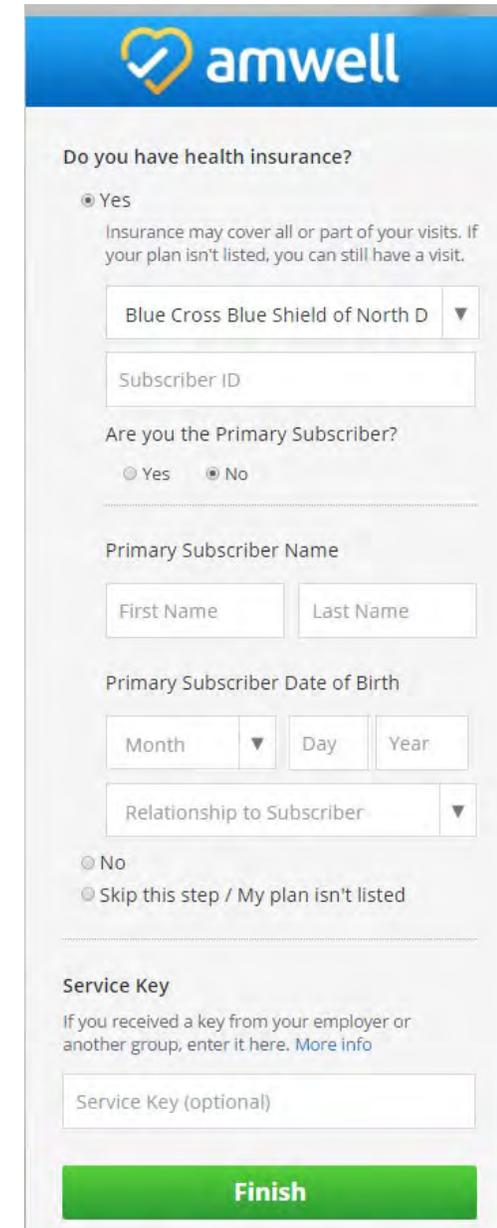
Service Key (optional)

Finish

Enter "Subscriber ID" and select if you are the Primary subscriber; if you are not the primary subscriber you will need to enter their name, DOB, and relationship to you

Initial Enrollment Process: Select Health Plan

- This is a screenshot of the additional information that will need to be entered if the user is NOT the primary subscriber.



The screenshot shows the Amwell enrollment interface. At the top is the Amwell logo. The main heading is "Do you have health insurance?". The "Yes" option is selected. Below this, there is a dropdown menu for the insurance plan (currently showing "Blue Cross Blue Shield of North D"), a text input for "Subscriber ID", and a question "Are you the Primary Subscriber?". The "No" option is selected for this question. Below that are fields for "Primary Subscriber Name" (split into "First Name" and "Last Name"), "Primary Subscriber Date of Birth" (split into "Month", "Day", and "Year"), and "Relationship to Subscriber". At the bottom of this section, the "Skip this step / My plan isn't listed" option is selected. The "Service Key" section follows, with a text input for "Service Key (optional)". A green "Finish" button is at the bottom.

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Do you have health insurance?

Yes

Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.

Blue Cross Blue Shield of North D ▼

Subscriber ID

Are you the Primary Subscriber?

Yes No

Primary Subscriber Name

First Name Last Name

Primary Subscriber Date of Birth

Month ▼ Day Year

Relationship to Subscriber ▼

No

Skip this step / My plan isn't listed

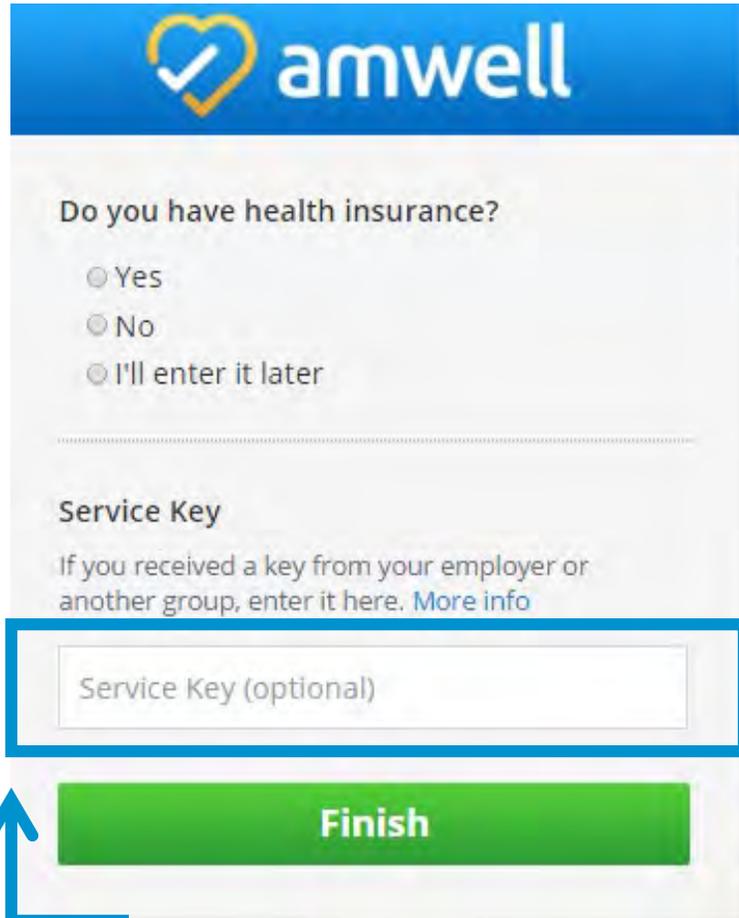
Service Key

If you received a key from your employer or another group, enter it here. [More info](#)

Service Key (optional)

Finish

Initial Enrollment Process: Service Key



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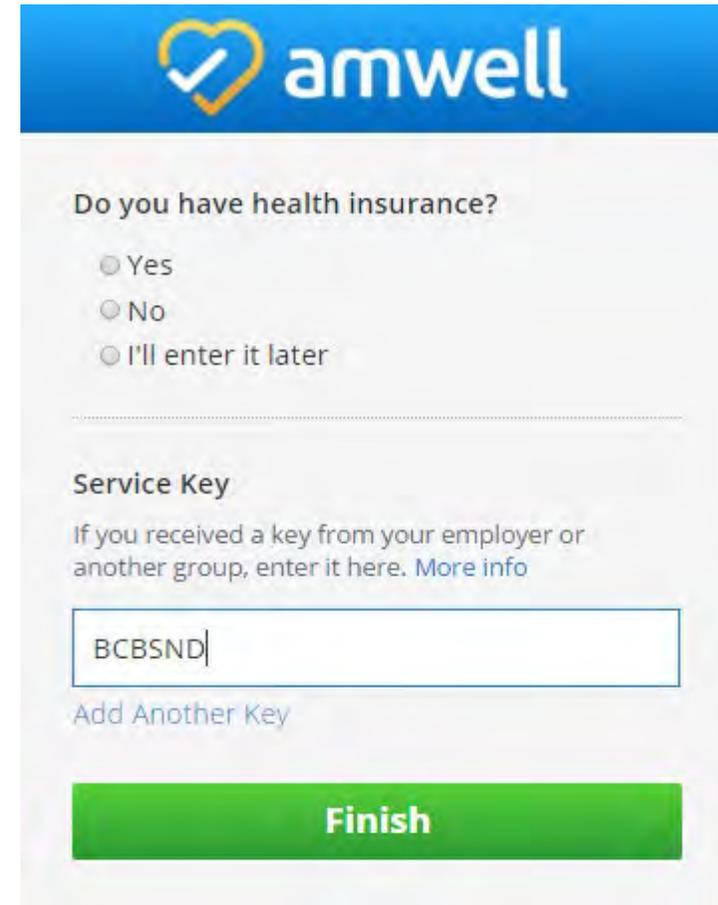
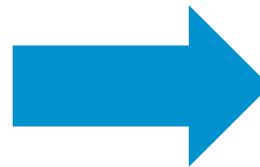
Do you have health insurance?

Yes
 No
 I'll enter it later

Service Key
If you received a key from your employer or another group, enter it here. [More info](#)

Service Key (optional)

Finish



amwell

Do you have health insurance?

Yes
 No
 I'll enter it later

Service Key
If you received a key from your employer or another group, enter it here. [More info](#)

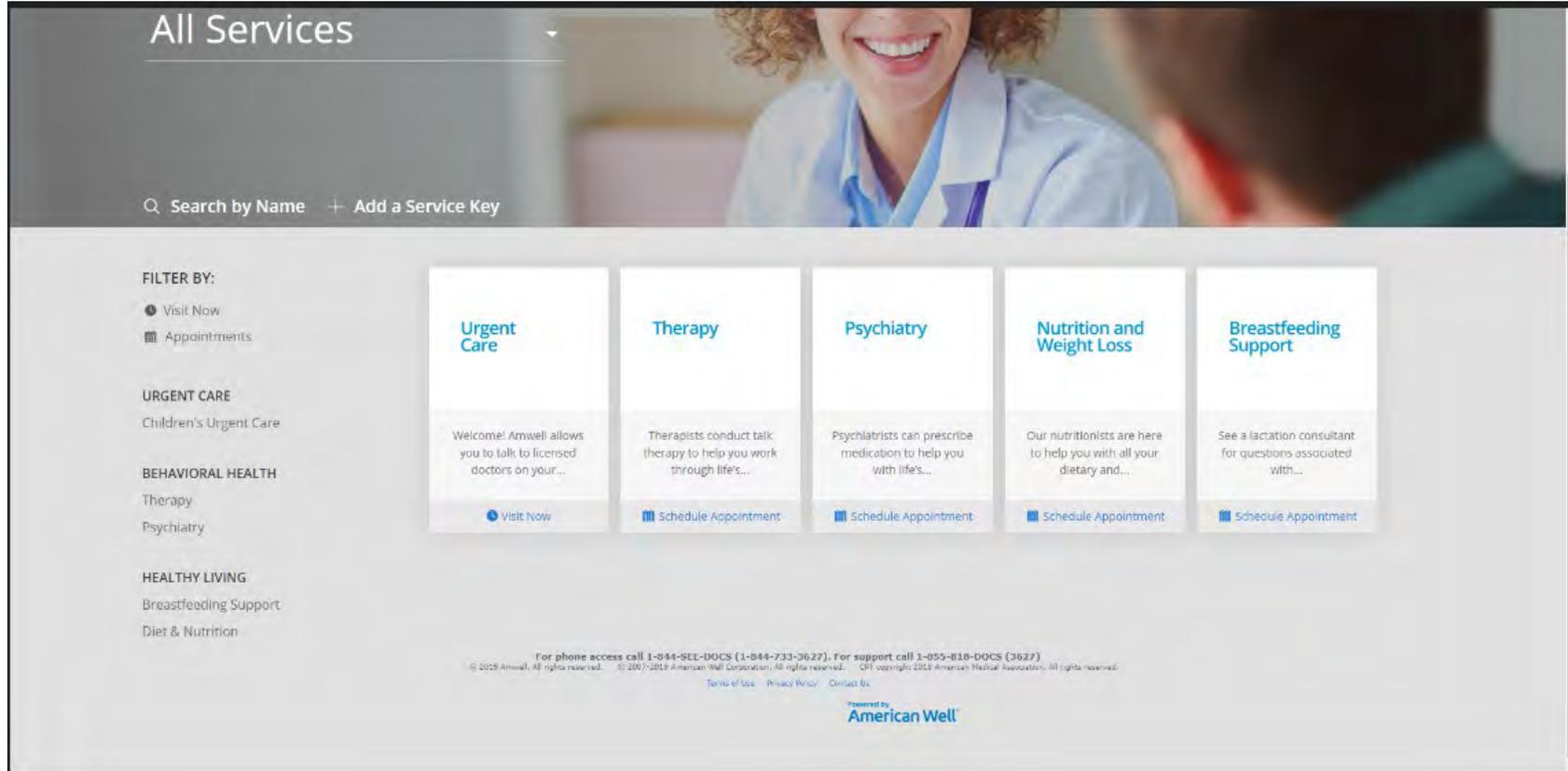
BCBSND

Add Another Key

Finish

During the enrollment process, use Service Key "BCBSND" in this field.

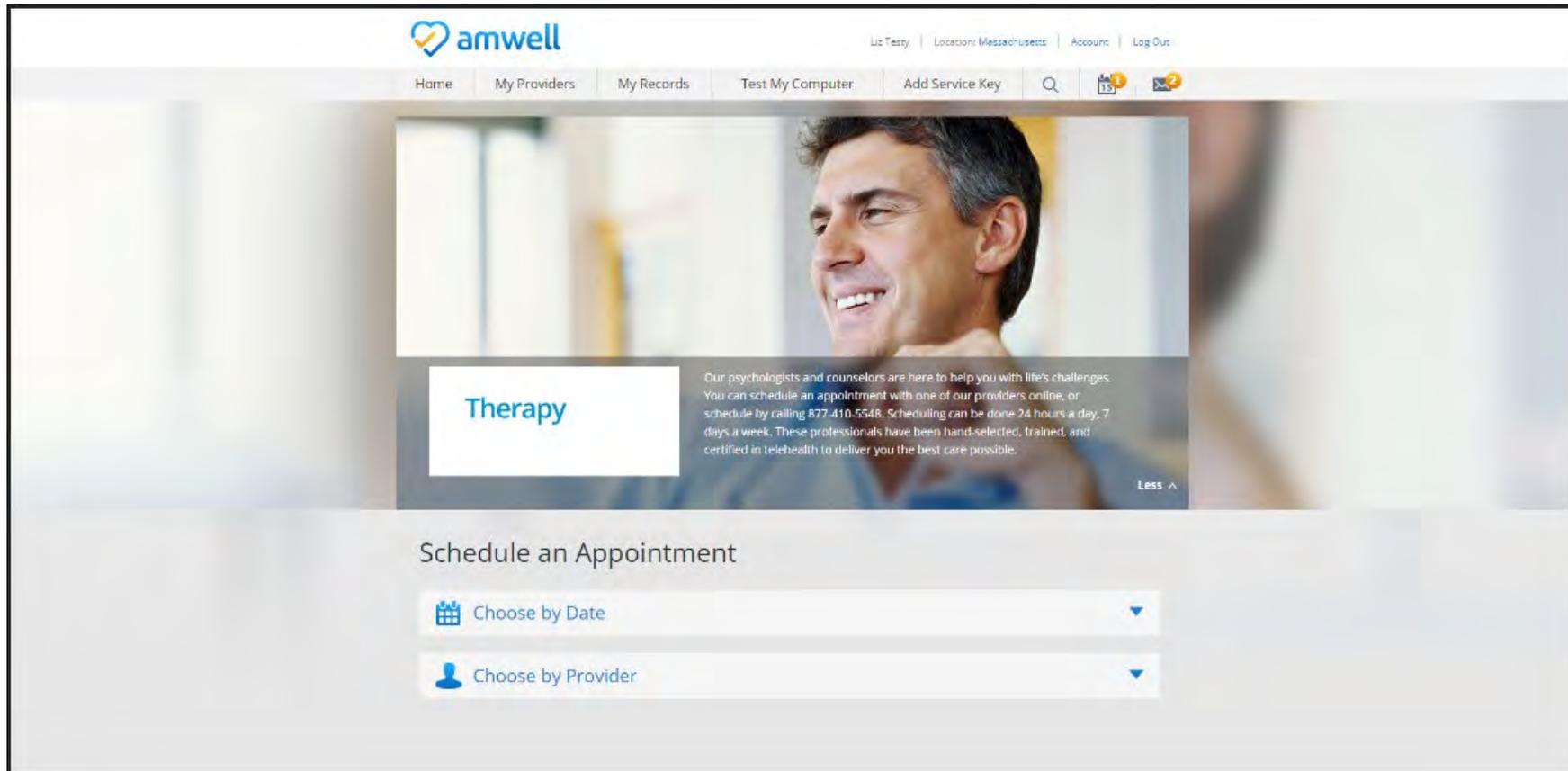
Correct Member Practice Page



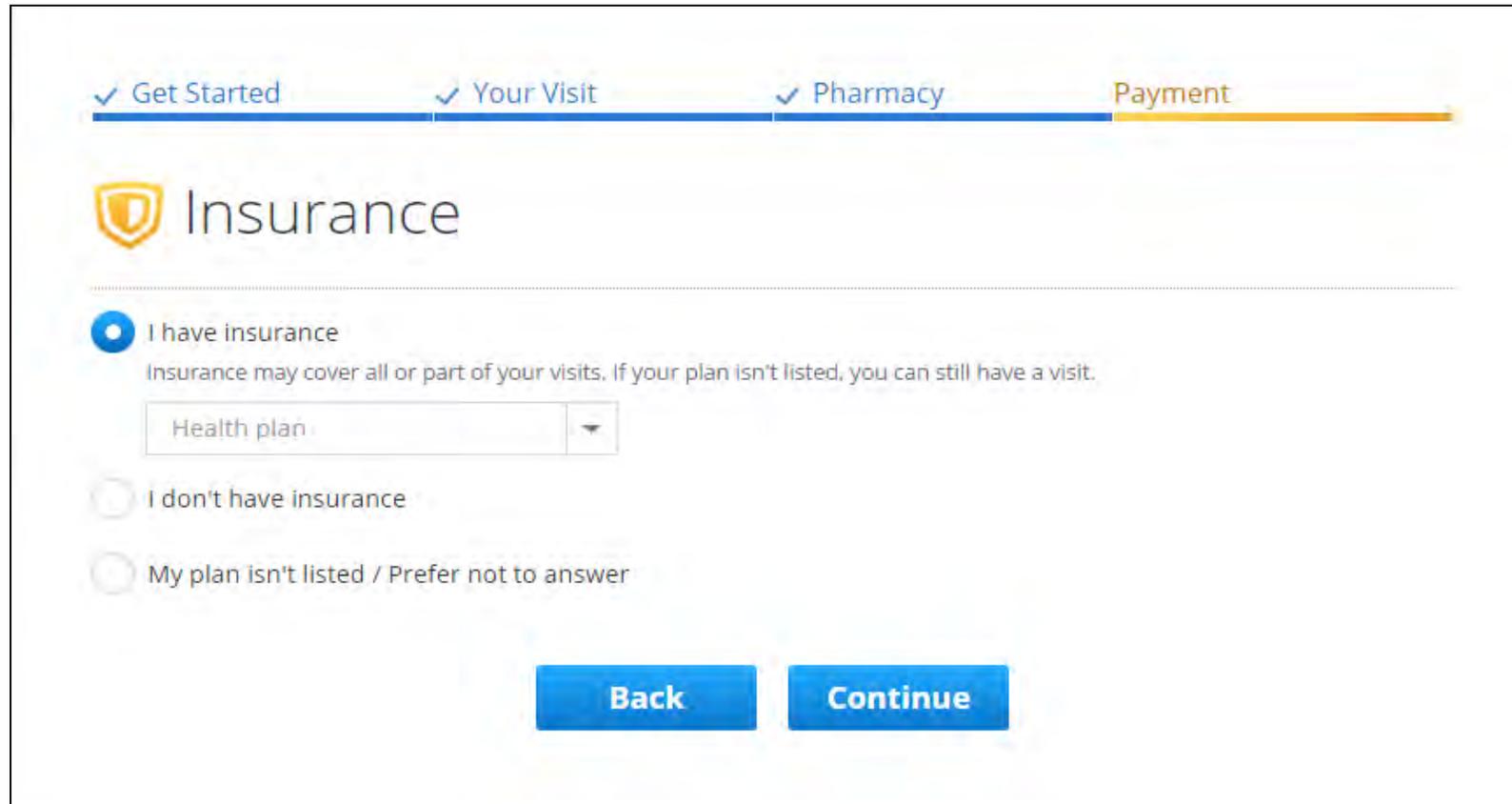
If you have correctly entered the Service Key “BCBSND”, you will go to the BCBSND online services home page and the screen will look like the one pictured above.

Therapy Service Page

When you enter the practice of your choice additional details like, a short description, providers and availability will be shown.



Start a Visit: Payment / Insurance



The screenshot shows a progress bar at the top with four steps: 'Get Started', 'Your Visit', 'Pharmacy', and 'Payment'. The 'Payment' step is highlighted in orange. Below the progress bar is the 'Insurance' section, which includes a shield icon and the title 'Insurance'. There are three radio button options: 'I have insurance' (selected), 'I don't have insurance', and 'My plan isn't listed / Prefer not to answer'. Below the 'I have insurance' option is a text input field labeled 'Health plan' with a dropdown arrow. At the bottom of the form are two blue buttons: 'Back' and 'Continue'.

The insurance information you entered during enrollment should pre-populate on this page. If it does not, select your health plan, enter your subscriber ID, and confirm if you are / are not the primary subscriber (if you are not you will have to enter the primary subscriber information). After you select continue, Amwell will check your eligibility and confirm your cost share for this visit.

Start a Visit: Payment

✓ Get Started ✓ Your Visit ✓ Pharmacy **Payment**

Payment

Your Cost:

Credit Card Information



Expiration Month Year

Billing Address

State

Amwell will check your eligibility and confirm your cost share for this visit. Your cost share is displayed on this page.

You will not need to enter a coupon code.

You need to enter your credit information to start the visit.

Navigating to the Correct Member Page



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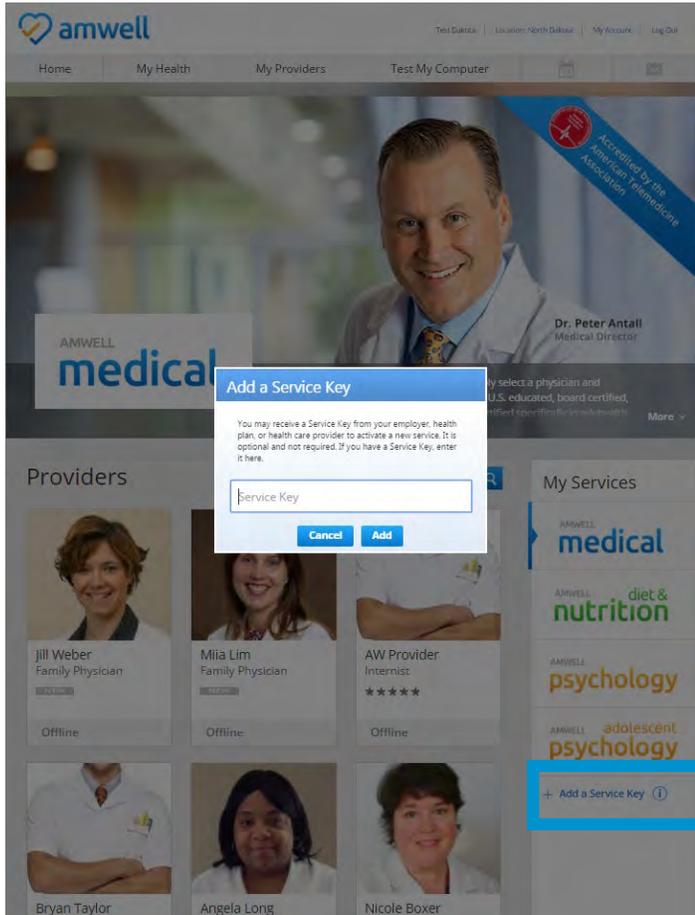


Incorrect Member Practice Page

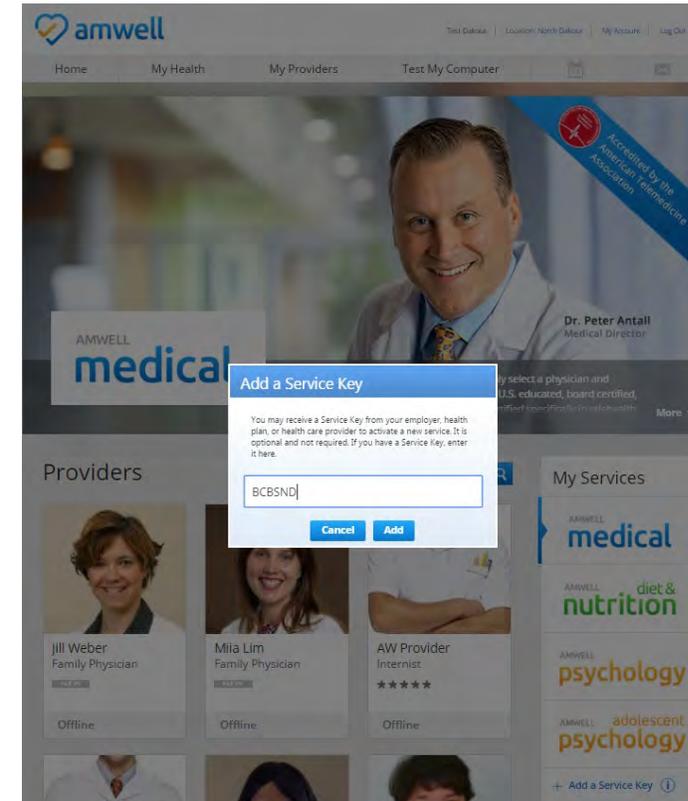
The screenshot shows the Amwell member practice page. At the top left is the Amwell logo. To its right are links for "Test Dakota", "Location: North Dakota", "My Account", and "Log Out". Below this is a navigation bar with "Home", "My Health", "My Providers", and "Test My Computer". The main banner features a photo of Dr. Peter Antall, Medical Director, with the Amwell Medical logo and a blue ribbon stating "Accredited by the American Telemedicine Association". Below the banner is a text block: "Amwell makes it easy to talk to a doctor. Simply select a physician and connect. Just \$49 per visit. Our physicians are U.S. educated, board certified, and have been hand selected, trained, and certified specifically in telehealth." Below this is a "Providers" section with a search bar and a list of three providers: Jill Weber (Family Physician), Miia Lim (Family Physician), and an AW Provider (Internist). To the right is a "My Services" section with links for Amwell Medical, Amwell Diet & Nutrition, Amwell Psychology, and Amwell Adolescent Psychology, plus an "Add a Service Key" button.

If you did not enter the BCBSND service key, or entered it incorrectly, you will automatically be directed (during enrollment and all subsequent log-ins) to the Amwell DTC default home page.

Incorrect Member Practice Home: Next Steps to enroll in BCBSND Practice



Select the “+ Add a Service Key” field and the “Add a Service Key” box will appear



Enter “BCBSND” Service Key, select “Add” and you will be automatically enrolled in BCBSND practice. Member homepage will auto refresh to “Telehealth Online Visits” practice page.

Correct Practice Page

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Rhonda Ubben | Location: North Dakota | Account | Log Out

Home My Providers My Records Test My Computer Add Service Key

BROWSE BY CATEGORY
All Services

Search by Name + Add a Service Key

FILTER BY:

- Visit Now
- Appointments

URGENT CARE
Urgent Care

BEHAVIORAL HEALTH
Therapy
Psychiatry

HEALTHY LIVING
Breastfeeding Support
Nutrition & Weight Loss

Urgent Care	Therapy	Psychiatry	Nutrition and Weight Loss	Breastfeeding Support
Welcome! Amwell allows you to talk to licensed doctors on your...	Therapists conduct talk therapy to help you work through life's...	Psychiatrists can prescribe medication to help you with life's...	Our nutritionists are here to help you with all your dietary and...	See a lactation consultant for questions associated with...
Visit Now	Schedule Appointment	Schedule Appointment	Schedule Appointment	Schedule Appointment

You should be on the BCBSND practice page and all services should appear

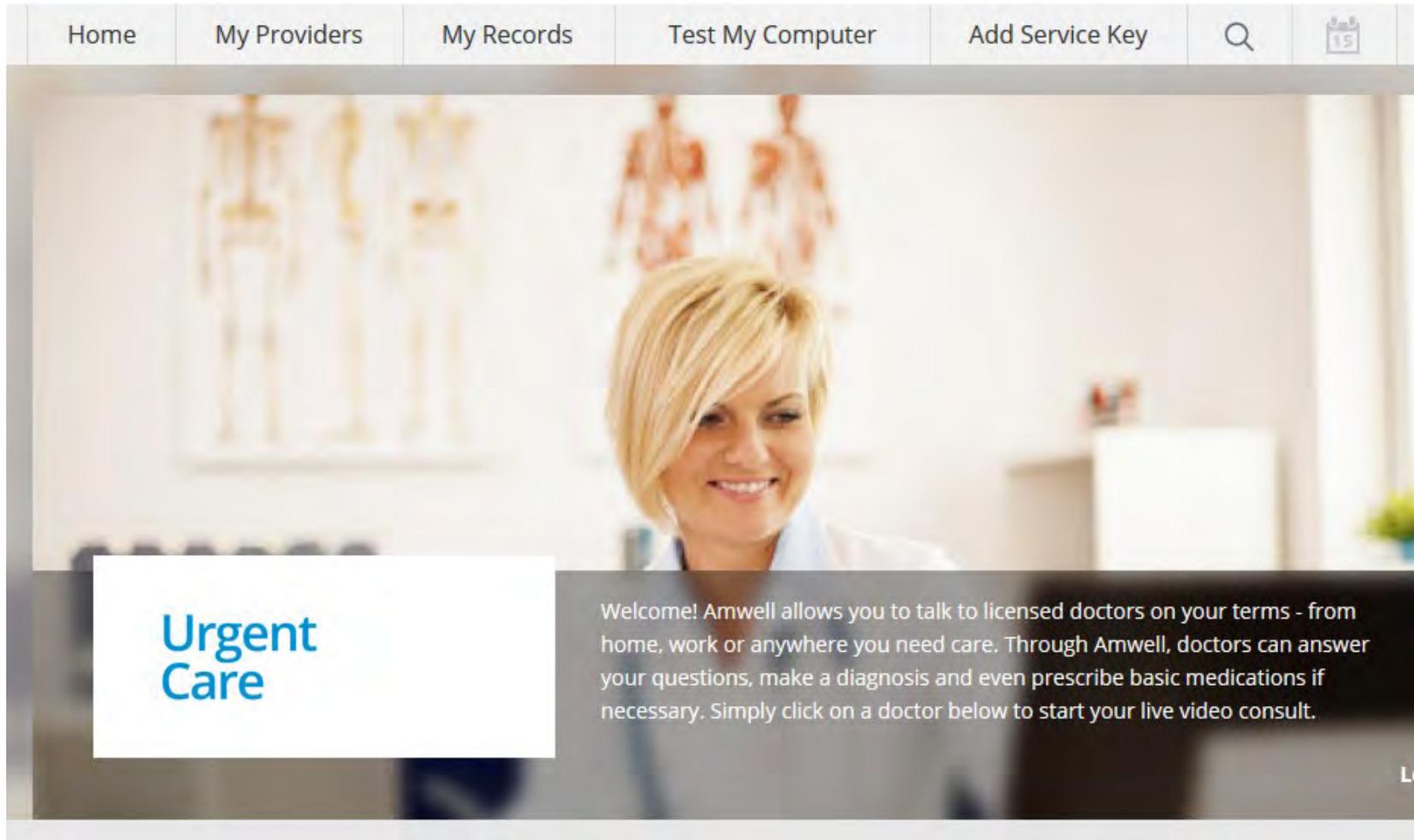
User with an Existing Amwell Account



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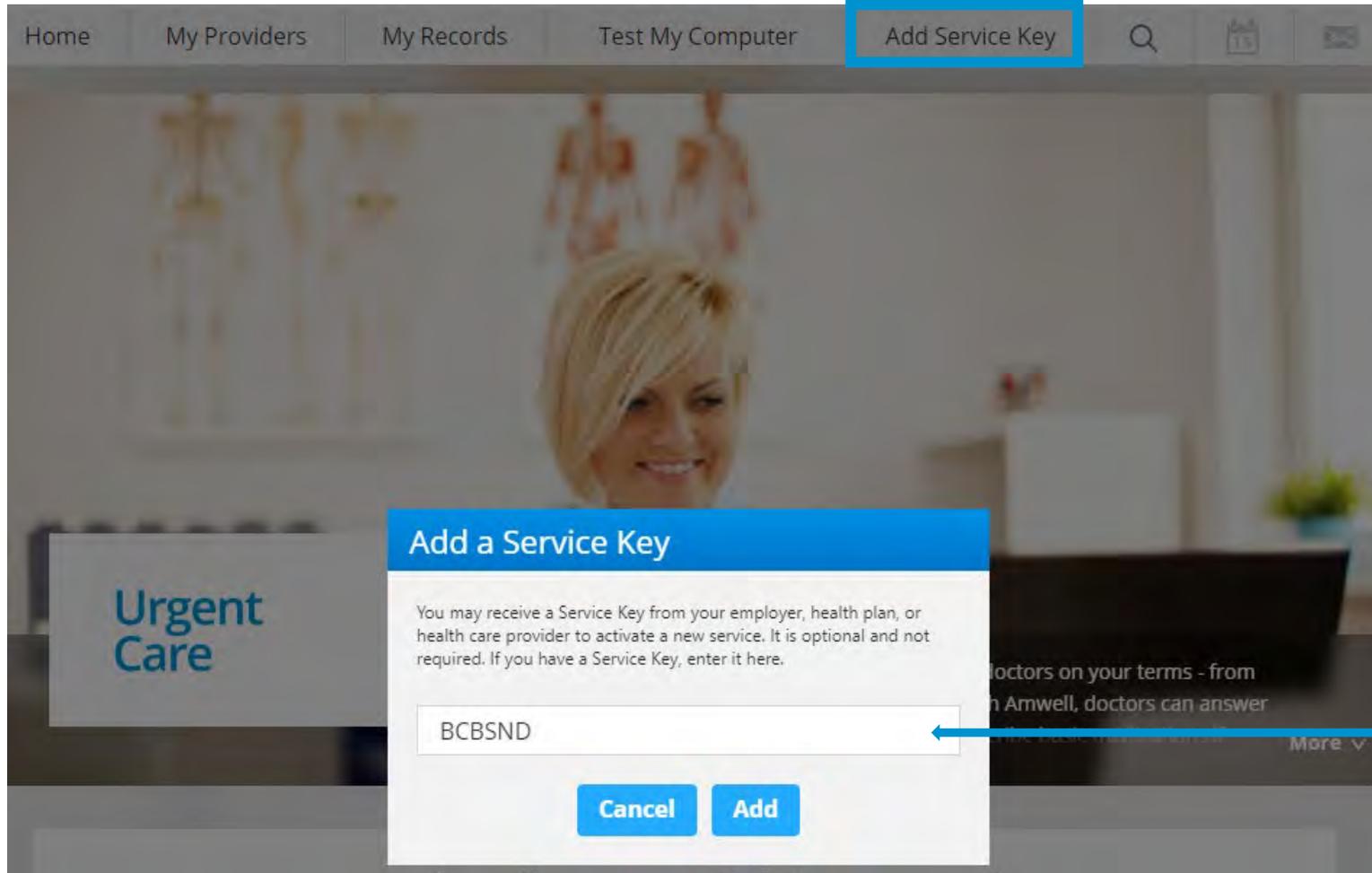


If you have an Amwell account,
login with your user name and password.



The screenshot shows the Amwell Urgent Care website interface. At the top, there is a navigation bar with the following items: Home, My Providers, My Records, Test My Computer, Add Service Key, a search icon, and a calendar icon showing the date 15. Below the navigation bar is a large banner image of a smiling female doctor in a white lab coat. In the foreground, there is a white box on the left containing the text "Urgent Care" in blue. To the right of this box, there is a dark grey box with white text that reads: "Welcome! Amwell allows you to talk to licensed doctors on your terms - from home, work or anywhere you need care. Through Amwell, doctors can answer your questions, make a diagnosis and even prescribe basic medications if necessary. Simply click on a doctor below to start your live video consult." The word "Let" is partially visible at the bottom right of the banner area.

Add the Service Key



Click on Add a Service Key and type in BCBSND

Type in BCBSND and click Add

Correct Practice Page

amwell

Rhonda Ubben | Location: North Dakota | Account | Log Out

Home My Providers My Records Test My Computer Add Service Key

BROWSE BY CATEGORY
All Services

Search by Name + Add a Service Key

FILTER BY:

- Visit Now
- Appointments

URGENT CARE
Urgent Care

BEHAVIORAL HEALTH
Therapy
Psychiatry

HEALTHY LIVING
Breastfeeding Support
Nutrition & Weight Loss

Urgent Care	Therapy	Psychiatry	Nutrition and Weight Loss	Breastfeeding Support
Welcome! Amwell allows you to talk to licensed doctors on your...	Therapists conduct talk therapy to help you work through life's...	Psychiatrists can prescribe medication to help you with life's...	Our nutritionists are here to help you with all your dietary and...	See a lactation consultant for questions associated with...
Visit Now	Schedule Appointment	Schedule Appointment	Schedule Appointment	Schedule Appointment

You should be on the BCBSND practice page and all services should appear

Adding Health Plan Information to an Existing Amwell Account



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How to Enter Your Health Plan Information if You Already have an Amwell Account

Health Insurance Information [Edit](#) Click on Edit ←

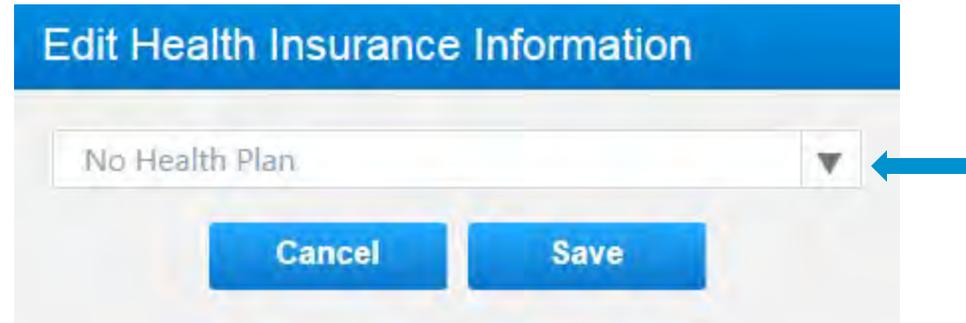
Health Plan:
Subscriber ID:

Providers may use this information to submit claims for care you receive online. Please make sure this information is complete, accurate and up to date.



How to Enter Your Health Plan Information if You Already have an Amwell Account

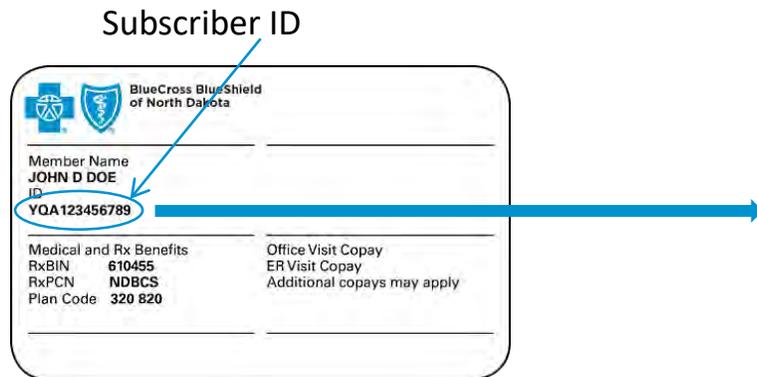
Find “Blue Cross Blue Shield of North Dakota”



The screenshot shows a web form titled "Edit Health Insurance Information". At the top is a blue header bar with the title in white text. Below the header is a dropdown menu with a light gray background and a white border. The text "No Health Plan" is displayed in the dropdown, and a small black downward-pointing triangle is visible on the right side of the dropdown box. A blue arrow points from the right towards this triangle. Below the dropdown menu are two blue buttons with white text: "Cancel" on the left and "Save" on the right.

How to Enter Your Health Plan Information if You Already have an Amwell Account

Enter in Your BCBSND Subscriber ID Number exactly as it appears on your ID card.



Edit Health Insurance Information

Blue Cross Blue Shield of North Dakota ▼

Subscriber ID

Are you the Primary Subscriber?

Yes No

Cancel **Save**



American Well Telehealth Made Simple

Questions and Thank You



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