



ND



A fast and easy way to get care



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

Provides the opportunity to:

- Consult with a provider 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 care from a distance, including providers 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 urgent care services:

- 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 for more information

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 Online Services are 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 Online Services can be used when traveling

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

Important considerations:

- Amwell Online Services are 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