

Meridian HSN Telehealth for EMPLOYEES

Telehealth and Wellness Plans Frequently Asked Questions

**0/\$49 Plan - No monthly subscription fee
and \$49 physician consultations***

*With the 0/\$49 telehealth plan there is NO monthly fee, physician consultations are \$49 per person. Other telehealth specialists available for reduced rates are: \$25 for dietician visits; \$79 for social worker/masters level behavioral health professional, and \$95 for behavioral health visit with a professional with a PhD/PsyD.



You can access Meridian HSN Telehealth using iPhone, iPad or Android, with an intuitive interface and access to the same doctor network you see on the web – it's all on the same system

Primary Care insurance protects you from the 30% of healthcare issues that are catastrophic and expensive. Why pay catastrophic rates for the 70% of daily healthcare needs that can cost pennies with Meridian HSN Telehealth!

Amwell is available to you 24/7/365!

1. What is Amwell?

Amwell is a faster, easier way to see a doctor. You can have video visits with a doctor anytime. It's easy to use, private, and secure. It's free to enroll and the cost per visit is \$49.

2. Amwell offers:

- Your choice of trusted, U.S. board-certified doctors and therapists
- Video visits using the web or mobile app
- Consultation, diagnosis—even prescriptions (when appropriate)

3. **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.

4. **Telehealth is available in most states, but some states do not allow telehealth or prescriptions.**

For a full list, visit: <http://info.americanwell.com/where-can-i-see-a-doctor-online>

5. How do I Sign-up? There are 3 easy ways to sign up:

- A. Download the iOS or Android App by searching "Amwell"
- B. Sign-up on the web at www.Amwell.com
- C. Sign-up by phone, call 1-855-818-DOCS
- D. Enter Service Key: meridian45 to get the preferred rate

6. What can doctors treat on Amwell?

On Amwell you can take care of most common issues like:

- colds
- flu
- fever
- rash
- abdominal pain
- sinusitis
- pinkeye
- ear infection
- migraines

7. What is the cost?

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*Prices subject to change

8. 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

9. Can I use Amwell when I'm traveling?

Amwell is great when you're on the road for vacation or work. Telehealth is available in most states, but some states do not allow telehealth or prescriptions. For a full list, visit:

<http://info.americanwell.com/where-can-i-see-a-doctor-online>

10. 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:

- Average 15 years 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

11. How do I add my spouse?

Your spouse should create a separate account to enroll.

12. 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 then add your child or dependent to your account.

13. What do 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.

14. Questions & Assistance

If you have any other questions, please call or email our support team at 1.855.818.DOCS (1.855.818.3627) or support@americanwell.com



Meridian HSN Telehealth www.MeridianHSN.com

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