



Here's How to Have a Virtual Doctor Visit

**Haven't had a visit yet?
It's easy — here's how.**

From check-in to diagnosis, virtual doctor visits are designed to be comfortable and familiar, while being as simple as possible. Here's how it works:

Create an account.

Follow the simple directions.

1. Visit [amwell.com](https://www.amwell.com) and follow the instructions to register or download the mobile app.
2. Select **Sign Up**.
3. Enter your name, address, etc.
4. Complete the brief online health history form.
5. Enter your health insurance information.
 - a. Select **Highmark Blue Shield** as your health plan.
 - b. Enter your ID number.
 - c. Indicate if you are the Primary Subscriber.

Choose type of service.

Pick the type of care you want to receive.

1. Choose from **Urgent Care** or **Behavioral Health**.
2. If choosing **Urgent Care**, next select **Visit Now** under either **Medical** or **Children's Medical**.
3. If selecting **Behavioral Health**, select **Schedule Appointment** for either **Adolescent Therapy, Therapy, or Psychiatry**.

Select your doctor.

You can choose the provider that's right for you.

1. Look through doctors' profiles.
2. Choose a doctor and click.

Enter your health info and start the visit.

Tell the provider what you'd like to discuss.

1. Indicate if the visit is for you or your child.
2. Tell the doctor the reason for your visit.
3. Begin your live video visit.

Wrap up.

Get information fast after your visit.

1. View the doctor's notes and diagnosis.
2. If you are prescribed medication, it will automatically be sent to your pharmacy.

It's that easy. So what are you waiting for? See a virtual doctor today!

To determine the availability of services under your health plan, please review your Outline of Coverage for details on benefits, conditions and exclusions or call the number on the back of your ID card. American Well service availability is subject to state laws. Medical services provided by American Well are subject to the telemedicine service benefit. Therapy and Psychiatry provided by American Well are subject to the outpatient mental health benefit. Other than these mentioned services, all other services provided by American Well are not eligible. You are responsible for the full cost of ineligible services.

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Patients may receive a promotional offer for a free visit directly from American Well. These promotions are not part of your plan of benefits.

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ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

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请拨打您的身份证背面的号码（TTY：711）。