

Doctors Online Frequently Asked Questions



What is an online doctors visit?

It's a convenient way to address routine medical issues. Doctors Online's mobile technology makes it possible to see a doctor without leaving your home, office, school, vacation, or wherever you happen to be.

When should I use Doctors Online?

There are several ideal times when Doctors Online is likely to be more convenient for you than making an office appointment with your doctor. Here are a few:

- You can't fit it into your schedule
- Your doctor's office is closed, s/he's on vacation, or s/he's booked too far out
- You feel too sick to drive your car
- You have children at home and don't want to bring them along
- You're on a business trip and don't have access to your doctor

What can Doctors Online treat effectively?

Doctors Online provides general health treatment or pediatric care for many of common, non-emergency health issues, including:

- Cold and flu symptoms
- Allergies
- Bronchitis and other respiratory infections
- Urinary tract infections
- Skin irritations
- Sinus problems

Can I trust the doctors featured on Doctors Online?

Clinical services on Doctors Online are provided by the Online Care Group, the nation's first and largest primary care group devoted to telehealth. The doctors in this group...

- ... have an average of 15 years of experience in primary and urgent care.
- ... are U.S. Board Certified and licensed.
- ... have profiles online, 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 specific needs.

How can I find out more about a doctor listed?

Each doctor has a star rating and each one's bio is viewable by clicking on their provider photo on the site.

Do I need to switch doctors and are the doctors on this site part of a Patient Centered Medical Home (PCMH)?

The doctors are part of American Well's online care group and are not intended to be a primary care provider (PCP).

How does a doctor diagnosis something like a urinary tract infection (UTI) or bronchitis via Doctors Online?

In some cases, a doctor can administer tests over the online service (e.g., using a light and camera) and provide sound clinical advice based on the symptoms. However, in other cases (such as a UTI or bronchial infection), the doctor may recommend that you visit an urgent care or walk-in treatment center for tests.

What is the cost and when do I have to pay?

Member benefits vary depending on the specific plan. You should refer to your benefit booklet, evidence of coverage, or subscriber agreement for applicable Doctors Online services benefits/coverage. Applicable costs must be paid by you at the time of the virtual visit and will apply toward your deductible and out-of-pocket maximum. You can use a credit, debit, or, if you have one, a health savings account debit card to pay.

Is the Doctors Online replacing an existing benefit?

This new benefit is an enhancement to your existing plan.

Who can use Doctors Online?

Most Blue Cross & Blue Shield of Rhode Island plans include coverage of Doctors Online. Please refer to your benefit booklet, evidence of coverage or subscriber agreement, or contact our customer service for benefits and coverage information.

How do I sign up for Doctors Online? It's easy!

- Search "Drs. Online" from the Apple or Google app store*, or visit drs-online.com
- Have your BCBSRI member ID information handy

- Provide your contact information
- Set up your username and password
- This login information can be used for desktop and mobile versions of Doctors Online

If I have two policies, must I use the primary carrier for Doctors Online?

Yes, the primary carrier must be used for Doctors Online.

How do I add my spouse to Doctors Online?

Your spouse must create a separate account to enroll.

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 your child or dependent to your account. If you have a child over the age of 18 still on your health insurance, they should enroll as an adult and create their own separate account.

Would a handicapped adult dependent still need to register themselves?

In the event of a member cannot register him- or herself, a caregiver can certainly assist with that member's registration.

Is my online doctor visit secure?

It is critically important to Doctors Online to maintain patient privacy and keep information secure. Doctors Online makes every reasonable effort to protect your information and keep it secure. For more information about Doctors Online's privacy protections, please see its policy americanwell.com/privacy-policy.

How many password attempts do I receive?

Three failed password attempts brings up the forgot password/email/help screen. It takes a total of 25 incorrect attempts in a row to lock the account.

What is the average wait time to see an online doctor?

This depends on the season. During the summer months, average wait times could be as quick as two minutes. During cold and flu season wait time might be 10 minutes.

Once I commit to a visit, how am I notified that the provider is ready to see me?

On the web version, you will be sent an SMS message indicating the doctor is ready for you.

Do I get an email confirmation after my visit?

Yes, an email confirmation is generated following the visit.

Does BCBSRI send an “explanation of benefits” summary after I have a Doctors Online visit?

Yes, an explanation of benefits, also called a Healthcare Service Summary is generated through the claim by BCBSRI. If you have a secondary carrier, that Health Care Services Summary may be submitted as well, if necessary.

Is the information on treatment obtained on Doctors Online shared with my primary care provider?

You can share the information with your doctor. You will receive an email visit summary that can be forwarded to your PCP or it can be printed and mailed.

Can the doctors on Drs. Online provide a “note” for me to give to my company if I am ill?

Yes, a doctor can provide this for you.

Is a log kept in the system for me to look at my personal visit history?

Yes, and you can download that history as well.

If I delete the Doctors Online app and stop using the benefit, what happens to my information on treatments provided?

Your information is stored. Deleting the app does not delete the profile. Logging into your account on the web portal allows a member to download your visit history.

Can I use Doctors Online while I’m in another country?

No, the service cannot be used from an international IP address.

If I am traveling out of state, I use Doctors Online, and I need a prescription, how and where are prescriptions called in?

The doctor calls or submits an electronic prescription to the pharmacy of your choice based on your current location.

If I click “access location,” the system auto-fills the current address of where I sign in from.

Do I have to change that address if it is not my home address?

The address in “My Account” will not impact the billing address or the pharmacy location. The billing address is manually entered and the pharmacy search is based on your location at the time of service.

At what point will the copay change to my amount? After I put in my insurance or once I start using the service?

Once you input your insurance information, the copay you are responsible for should change automatically.

What should I do if I get an error message that reads “Wi-Fi Required?”

If you receive this error, you must be connected to wi-fi for video visits. To enable, go to “Settings” and “Choose Wi-Fi.” A cellular (3G/4G) connection can be used, only if allowed by your service operator.

What devices can be used for Doctors Online?

Mobile:

- Operating System: iOS (iOS 10 or later is required)
 - iPhone 5 and newer
 - iPad 4th gen and newer
 - iPad Mini 2 and newer
 - iPod Touch 6th gen and newer
- Operating System: Android API 19 (KitKat v4.4.0 or above)
 - Android Phone
 - Android Tablet

Not supported: HTC myTouch, all Prestige devices, and the Pantech P9070

Desktop:

Doctors Online will work with most built-in or external USB webcams and internal microphones and speaker. However, for ideal audio quality, it is strongly recommended that an external microphone and speakers are used.

- Operating Systems:
 - Windows: 7, 8, and 10
 - Mac: OS X 10.6 “Snow Leopard” or later (Intel CPUs only)

Note: Linux OS, including Chromebook devices, is not supported.

What should I do if I can’t download the app?

If you can’t download the app, there is always the option of using Doctors Online on your desktop/laptop computer.

My wife and I both work for the City and we each have a policy that covers the other. How does the other policy pick up the balance of the copay? Is another Healthcare Service Summary (explanation of benefits) then issued?

Your visit will be charged under your primary insurance. If the copay is covered by your secondary insurance, your credit/debit card will be issued a credit after Doctors Online receives an Explanation of Benefits from BCBSRI.

What do I do if the copay amount is showing a different amount other than mine after I logged in and am paying for the service?

Doctors Online will receive verification from BCBSRI of your copay and issue a refund to the credit/debit card used for that visit.

If I run out of an urgently needed prescription, can a Doctors Online doctor provide me with medication to tide me over until my prescription is available for refill?

Doctors Online does not support this practice. We recommend going to see a doctor at an urgent care facility to obtain your prescription.



Any further questions?

If you have questions about Doctors Online not addressed here, email our support team: doctorsonline.support@americanwell.com, or call **(800) 345-1419**

In the case of an emergency, you should always call **911** or **your local emergency services**. Doctors Online is not intended to replace these services and should not be used in those circumstances.



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