

Blue Cross & Blue Shield of Rhode Island

Doctors Online How-To Guide



Download Doctors Online



1

Home Screen

Go to the home screen of your smartphone

2

App Store

Locate the App Store icon (iPhone) or Google Play icon (Android) and tap



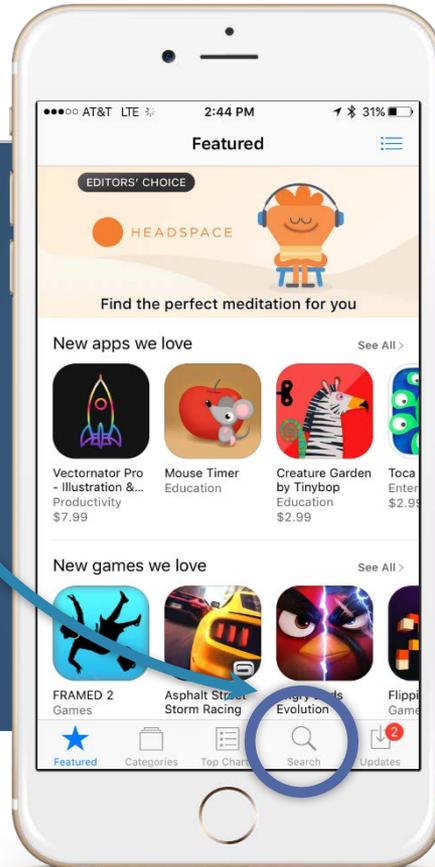
Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android & Google Play is a trademark of Google Inc.

Download Doctors Online

Search Tab

At the bottom of the screen there is a menu. Tap the "Search" tab.

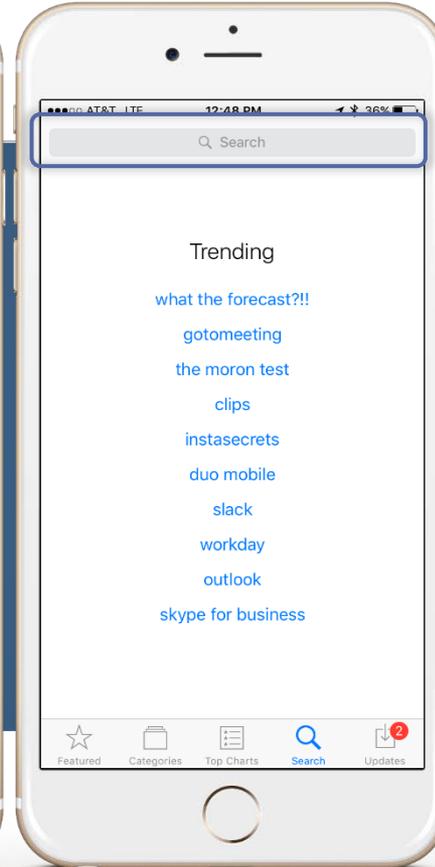
1



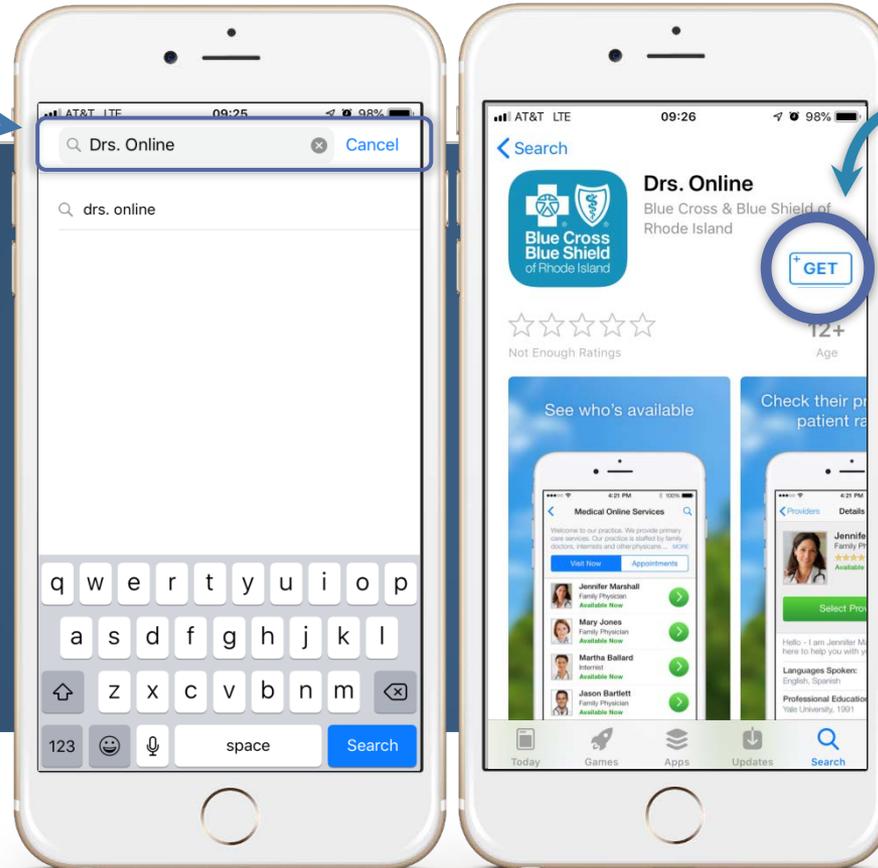
Search Bar

At the top of the next screen there is a "Search" bar. Tap the bar.

2



Download Doctors Online



Doctors Online

Type in "Drs. Online" and tap the correct dropdown.

1

Get

Tap the "Get" then "Install" to begin downloading the Doctors Online app to your smartphone.

2

Note: Before downloading the app you may be asked to provide your Apple username and password, which is common regardless of what app you're trying to download.

Download Doctors Online



1

Home Screen

Go back to the home screen of your smartphone

2

Doctors Online

Find the Doctors Online icon and tap to open it

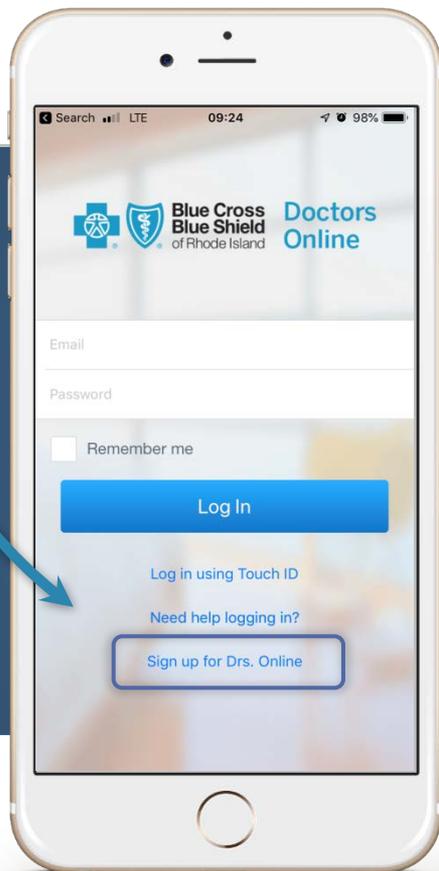
Registration

Sign Up

1

After opening the Doctors Online app, tap on the “Sign Up for Doctors Online” link at the bottom of the screen.

Note: If you’ve already registered and have created an account with Doctors Online, then enter your email and password at the top of the screen.

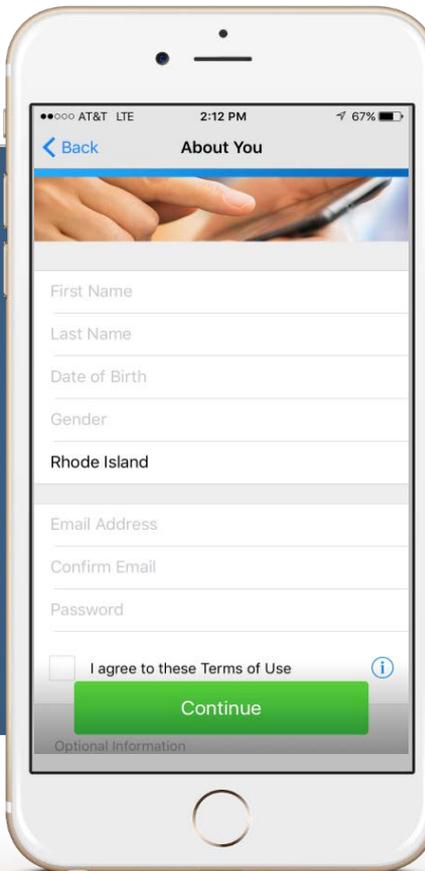


2

Information

Enter all required information.

Note: DO NOT tap continue until you’ve reviewed the next slide.



Registration

Health Plan

At the bottom of the screen, tap the “Health Plan” box and select “Blue Cross & Blue Shield of Rhode Island”

Note: Ignore the Service Key field

1

The smartphone screen displays the 'About You' registration page. At the bottom, the 'Health Plan' field is highlighted with a blue box. The form includes fields for 'Confirm Email', 'I agree to these Terms of Use' (checked), 'Optional Information', 'Service Key', and 'Health Plan'. A green 'Continue' button is at the bottom.

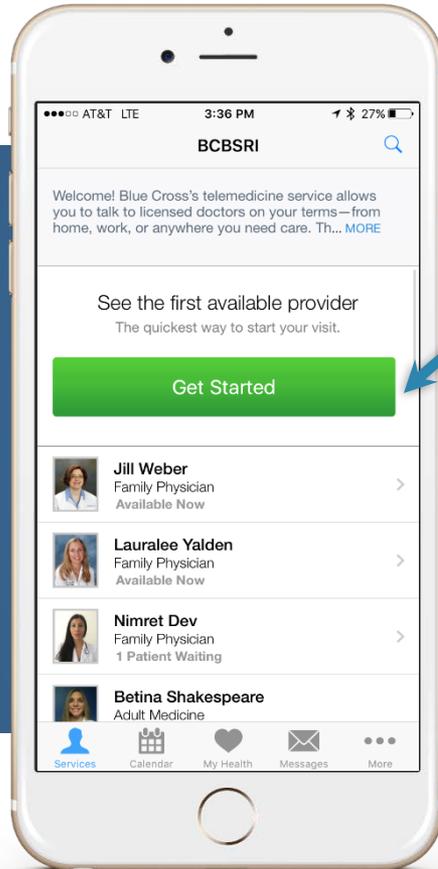
Subscriber ID

Once you’ve selected your health plan, enter your “Subscriber ID” as shown on your BCBSRI Member ID Card and tap “Continue”

2

The smartphone screen displays the 'About You' registration page. The 'Subscriber ID' field is highlighted with a blue box. The form includes fields for 'Confirm Email', 'I agree to these Terms of Use' (checked), 'Optional Information', 'Service Key', 'Subscriber ID', and 'Are you the primary subscriber?' (Yes/No buttons). A green 'Continue' button is at the bottom.

Starting a Visit



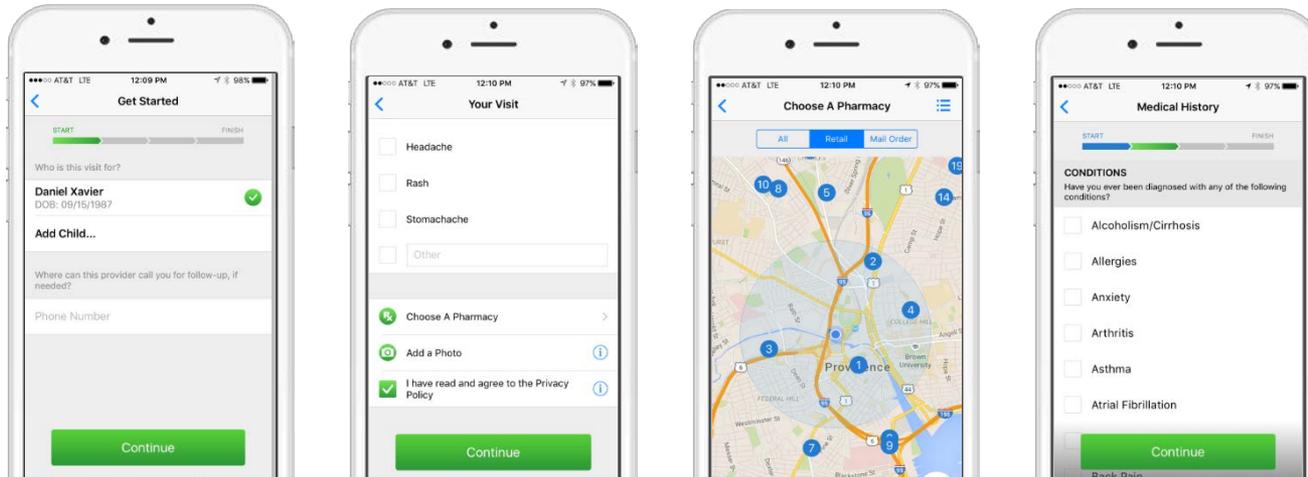
1

Get Started

Once you've completed your registration, the "Services" screen will appear. Here you can choose to "Get Started" with the first available provider or select a specific provider you prefer within the Doctors Online Network.

Starting a Visit

Once you've selected a provider, proceed with the following steps as you would if you were visiting your PCP's office



1

Get Started
Who is the visit for? Yourself or a dependent?

2

Visit Details
Tell the provider why you're using this service and attach photos if needed

3

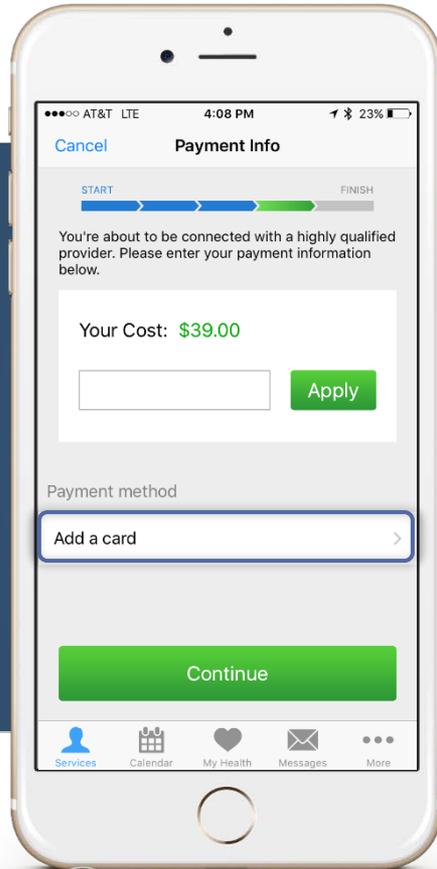
Pharmacy
Set up a preferred pharmacy

4

History
Let the provider know of any pre-existing conditions or prior medical issues

Starting a Visit

Once you've entered your visit information, you'll be presented with the following "Payment Info" screen.



1

Payment Information

At the bottom of your screen, add a major credit card/debit card you will be using or use your HSA debit card (if applicable).

Enjoy Your Visit



1

Virtual Provider Visit

Once your payment has been processed, you'll begin your session with the provider. Depending on the demand, there may be a wait).



500 Exchange Street • Providence, RI 02903-2699

Blue Cross & Blue Shield of Rhode Island is an independent licensee of the Blue Cross and Blue Shield Association.
Doctors Online is a telemedicine service provided by American Well®, an independent company that administers
Doctors Online on behalf of Blue Cross & Blue Shield of Rhode Island.