

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.

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.

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!

- Download the app 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

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.

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.



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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