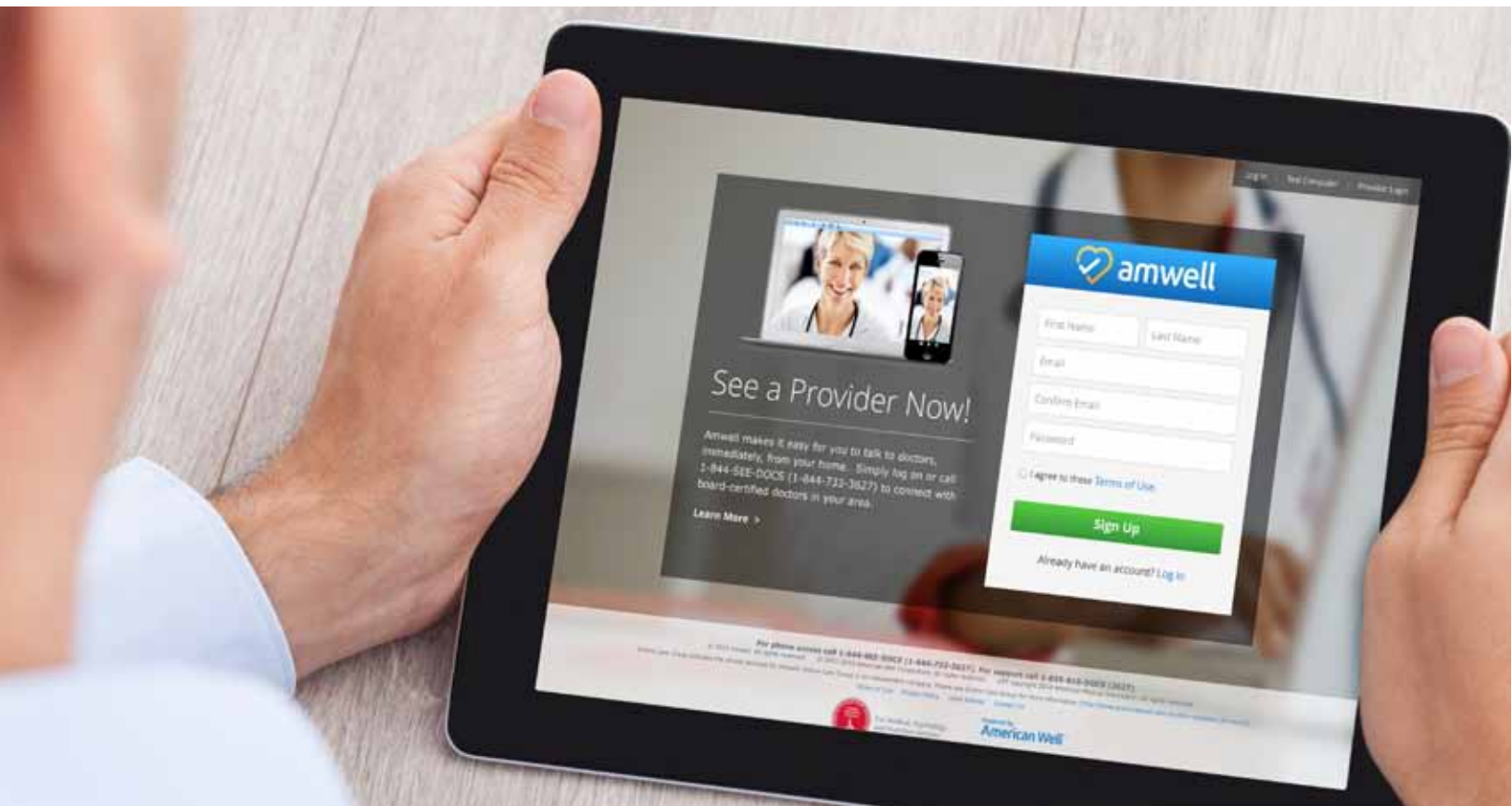


# Your Quick Start Guide For Telehealth



To help you navigate this guide, we've broken it down into five simple sections:

- Part 1: Downloading the App
- Part 2: Creating Your Account
- Part 3: Registering for a Video Visit
- Part 4: Starting Your Video Visit
- Part 5: Post-Visit Activity

# Downloading the Amwell Live Doctor Visit Now App

**Step 1** | On your smartphone or tablet, open your app store.



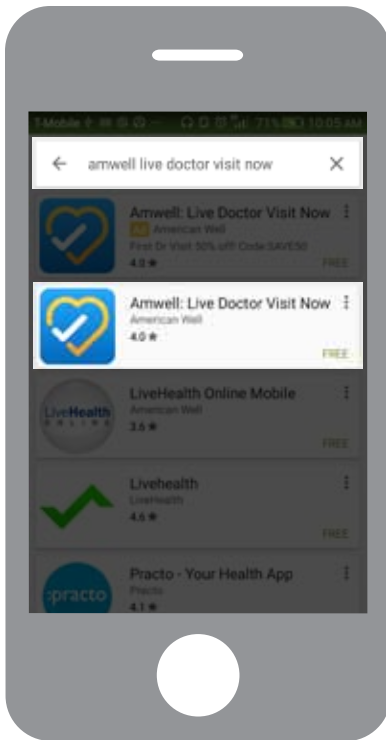
If you have an Apple device, go to the Apple App Store.



If you have an Android device, go to the Google Play Store.

## Step 2

In your app store's search bar, search for "AmWell Live Doctor Visit Now."



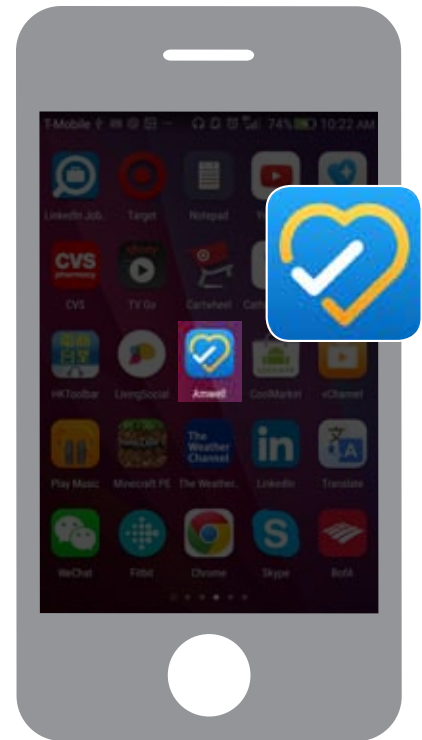
## Step 3

Download and install the app.



## Step 4

Locate the app icon on your device, and select it to run the app.



**Step 1** | Before beginning the account creation process, there are several items and pieces of information you should have handy. They include:



### Blue Cross Member ID

- You will need to enter your name exactly as it is displayed on your member ID card.
- You will also need both your Subscriber ID # (this is listed below your name on the card) and your Member Suffix.



### Telehealth Blue Cross Member Service Key

You will need to enter the Service Key **“BCBSMA”** to complete your registration and make sure you gain access to the appropriate member costs for video visits.



### Medical History

Have a general summary of your medical history ready—it will help better inform your doctor.

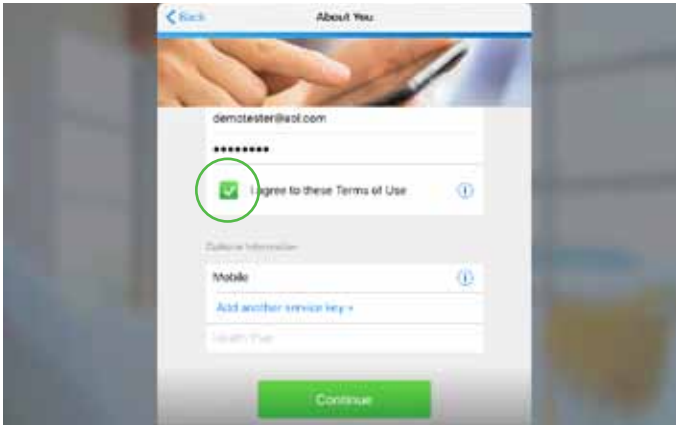
**Step 2** | Now that you’re ready, open your app. Then swipe left and select “Sign up.”



**Step 3** | On the “About You” page, fill in each field.

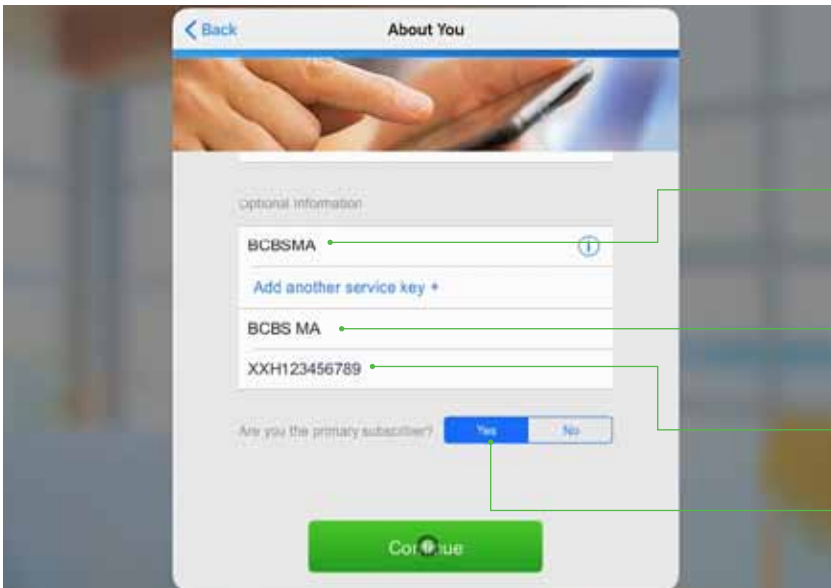


**Step 4** | Please note that, in order to continue creating your account, you'll need to accept the Terms of Use.



If you cannot progress to the next section at any time during account creation or registration, check to see if you filled in all required fields and checked off all required boxes.

**Step 5** | At the bottom of the “About You” window, you’ll see an “Optional Information” section. For our members, this information is required if you want to benefit from your discounted member rate.



Here is where you'll need your Blue Cross Service Key and Member ID card.

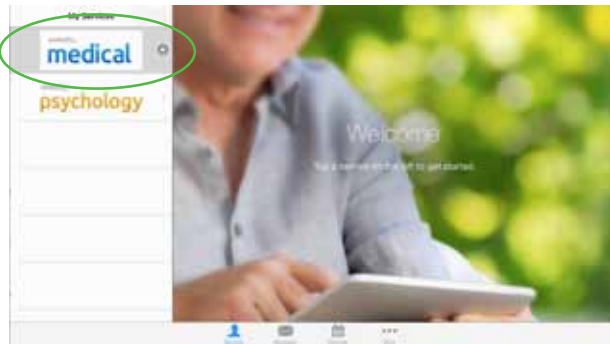
Enter the Service Key "**BCBSMA**" into the Service Key field.

From the drop-down menu in the health plan field, select "**BCBS MA**" (Please note, there is a space here between BCBS and MA).

Next, enter your Member ID number, starting with your Member Suffix.

Note: You'll need to identify yourself as the primary subscriber before continuing.

**Step 1** | Next you'll be asked to select the type of service you want, either Medical or Psychology (behavioral health). For the purposes of this guide, please select AmWell Medical.



**Step 2** | You will now see a list of doctors, with some noted as currently available, some noted as currently seeing a patient, while others are shown to offline and unavailable. Select the doctor you'd like to see.



Note: You can learn more about a specific doctor by selecting their name. This will take you to their doctor profile.

**Step 3** | Next you'll see the "Get Started" window. Please fill in all fields, making sure you identify who the visit is for.

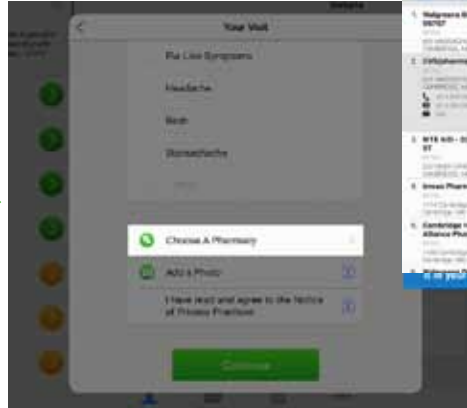


Note: If the visit is for your child, please select "Add a child."

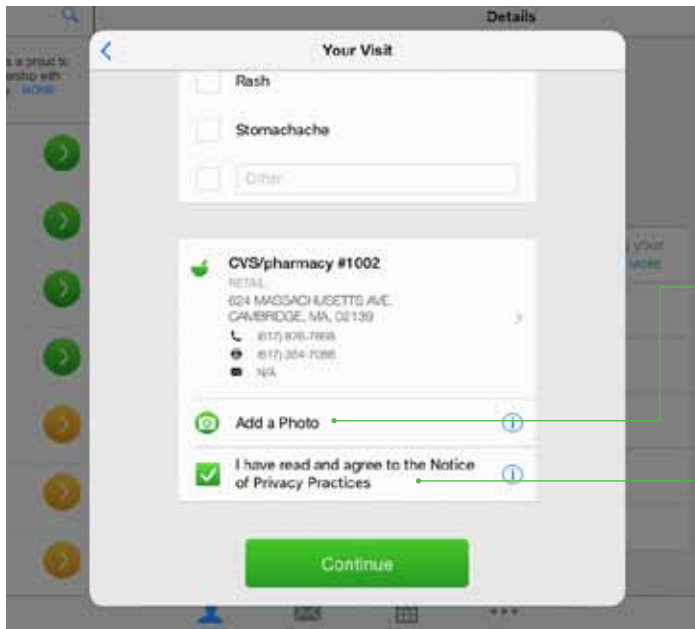
## Step 4

In the “Your Visit” window, check off all conditions that apply to your health and that you’d like to discuss with the doctor.

At the bottom of the “Your Visit” window, you can assign a local pharmacy to your account. Select the “Choose a pharmacy” field and enter your location information into the search bar.



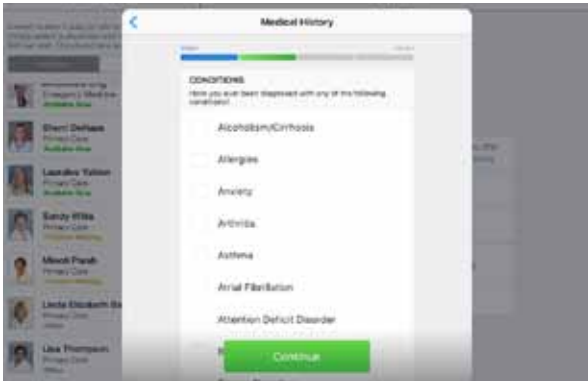
Select a location that’s convenient for you. Please note you can change your assigned pharmacy at any time by going to your account settings.



If you would like to add a photo to share with your doctor, you can upload an image by selecting the “Add a Photo” field.

Take a moment to review the Notice of Privacy Practices, and, if you agree, check off the box and continue.

**Step 5** | Next, in the “Medical History” window, check off any condition that relates to your personal medical history.



**Step 6** | In the “Medications” window, search for and select any and all medications you’re currently taking.



**Step 7** | In the “Vitals” window, fill in any of the information you have available to you.



If you’d like to share your Health Summary and Medication history with the doctor, check off the box at the bottom of the “Vitals” window.

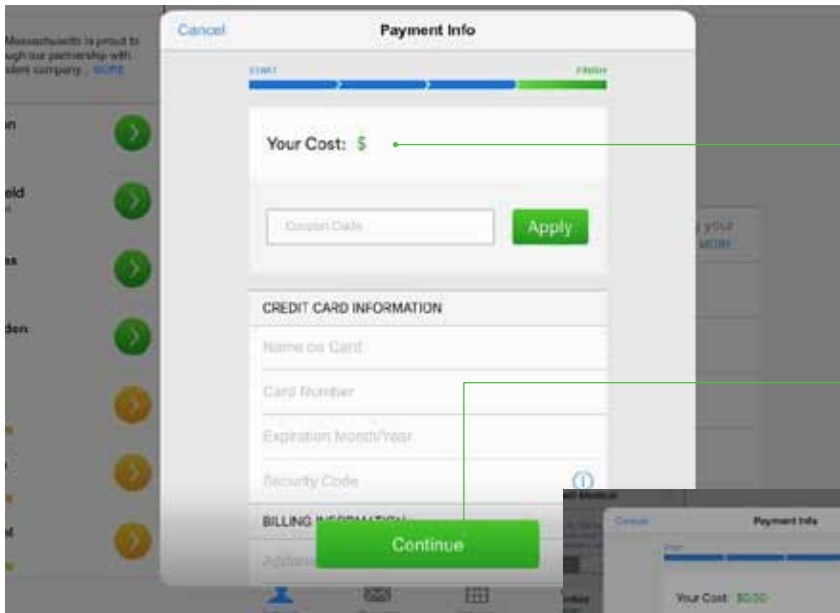
# Registering for a Video Visit

**Step 8** | Next you will be asked to reconfirm your insurance information. Select “I have insurance.”



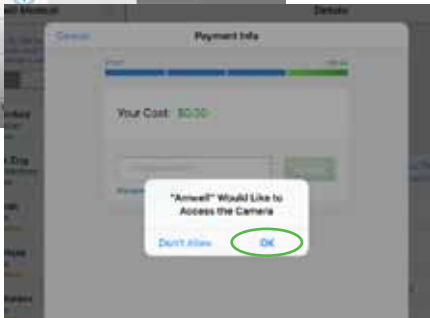
If you entered this information during the account creation process, it should already be captured in the “Insurance” window.

**Step 9** | The last step before your doctor video visit is to provide your payment information.



In the “Payment Info” window, you will see the total cost of your visit.

Fill in all required fields and select “Continue.”



Note, some devices may ask you to grant the Amwell app access to your device’s camera. You will need to grant this access in order to have a video visit.



# Starting Your Video Visit

Once you're done registering, you will be transferred to your doctor's virtual waiting room for a brief welcome video from Amwell.



Once connected and transferred from the virtual waiting room, your doctor will begin the visit with an introduction and some preliminary questions about your medical history.

Here are the functions you can use from the video visit screen:

**Refresh video:** This icon allows you to refresh your video screen.

**Add a guest:** Selecting this icon will allow you to add a guest to your doctor video visit.

**End Video Visit:** To end your visit, select this icon.



**Settings:** You can access and adjust your settings here.

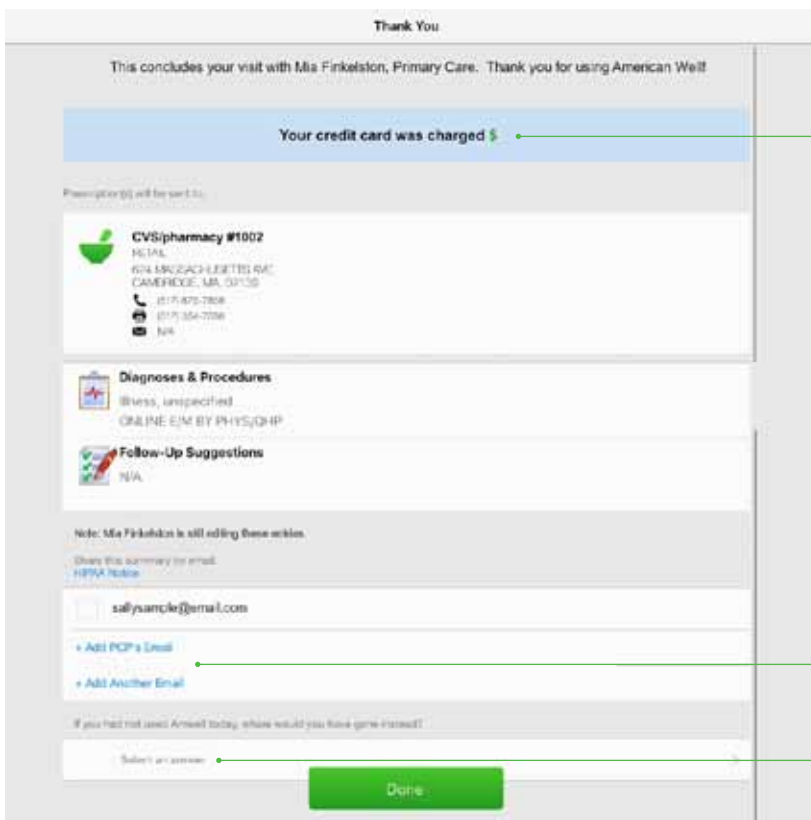
**Take a photo:** Take and share a photo using this icon.

**Mute device's microphone:** You can adjust and mute the microphone on your device using this icon.

**Volume:** Use this icon to adjust the volume of your video visit.

**End Video Visit:** To end your visit, select this icon.

After you end your video visit, you'll see the "Thank You" window.



Here you'll see the total cost for your visit, and any prescriptions and supporting documents that the doctor's providing to you.

You can share these documents with your primary care provider or any other contact by entering in their email using the "Add PCP's Email" or "Add another Email" links.

Before ending your experience, Amwell asks that you answer the question at the bottom of the "Thank You" window.