HIGHMARK

Here's How to Have a Virtual Doctor's 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. Enter your name, address, etc.
2. Complete a brief health history.
3. Include any allergies.

Select your doctor

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

amwell

1. Log on to **amwell.com** or **doctorondemand.com** or visit their mobile apps.
2. Look through doctor profiles.
3. Choose a doctor and click "start visit."

Dr DOCTOR ON DEMAND

Enter your health info and start the visit

Tell us what you'd like to discuss.

1. Tell us who the visit is for, you or your child.
2. Share any historical conditions and allergies with the doctor.
3. Enter your health insurance information.
4. Begin your live video visit.

Wrap up

Get information fast after you 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!

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American Well and Doctor on Demand are independent companies that provide telemedicine services and do not provide Blue Cross and/or Blue Shield products or services. American Well and Doctor on Demand are solely responsible for their telemedicine services.

Highmark Blue Shield is an independent licensee of the Blue Cross and Blue Shield Association. Insurance may be provided by Highmark Blue Shield, Highmark Health Insurance Company, or Highmark Benefits Group.

*All benefits under your health plan are subject to the terms of the benefit agreement and applicable state law.

To find more information about Highmark's benefits and operating procedures, such as accessing the drug formulary or using network providers, please go to DiscoverHighmark.com/QualityAssurance; or for a paper copy, call 1-855-873-4108.

To determine the availability of telemedicine services under your health plan, please review your Outline of Coverage for details on benefits, conditions and exclusions.

Highmark does not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation, or health status in the administration of the plan, including enrollment and benefit determinations.

We are committed to providing outstanding services for our applicants and members. If you require special assistance, including accommodations for disabilities or limited English proficiency, please call us at 1-800-876-7639 to request these free services (TTY/TDD users may call 711).

Estamos comprometidos a ofrecer servicios excepcionales a nuestros solicitantes y miembros. Si usted necesita ayuda especial, incluyendo acomodaciones para discapacidades o dominio limitado del inglés, por favor llámenos al 1-877-959-2563 para solicitar estos servicios gratuitos. (TTY/TDD: 711)

我們致力於為我們的申請人和會員們提供卓越的服務。如果您需要特殊協助，包括殘障或英語能力有限，請致電1-877-959-2563 來要求這些免費服務。(TTY/TDD: 711)

May pananagutan kaming magbigay ng bukod-tanging mga serbisyo para sa aming mga aplikante at mga miyembro. Kung kailangan mo ng espesyal na tulong, kabilang ang mga ak omodasyon para sa mga kapansanan o limitadong kahusayan sa wikang Ingles, mangyaring tawagan kami sa 1-877-959-2563 para hilingin ang mga libreng serbisyong ito. (TTY/TDD: 711)

Nihinaanish niizhónígo bee nihiká' adiilwołígíí binahji' ts'ídá yéego bidiilkaal, nihí naaltsoos nidahonílígíí dóó Bee Atah ídlínígíí nihił hada'dít'éhígíí nihá. Bilagáana bizaad doo hazhó'ó bik'i'diitiihgó, áká'a'ayeed nínízingo, béésh bee hane'é bikáá', éí éí 1-877-959-2563, t'áá jíík'eh níká' idoowołgo át'é. T'ááyó nijéékałgo éí TTY chodayool'ínígíí 711 nídíígis dóó bich'į' hólne' dooleeł, díí éí t'áá jíík'eh níká' idoowoł.

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