

# QUICK GUIDE

## HOW TO USE THE AMWELL APP

Blue Cross and Blue Shield of Kansas City (Blue KC) wants to improve your access to care. That's why we expanded our networks to include American Well (Amwell) so you can receive care from the comfort and convenience of your own home or wherever you are. Amwell is available to most Blue KC members (Medicare Advantage members do not have access).

# Amwell App Step-by-Step Instructions

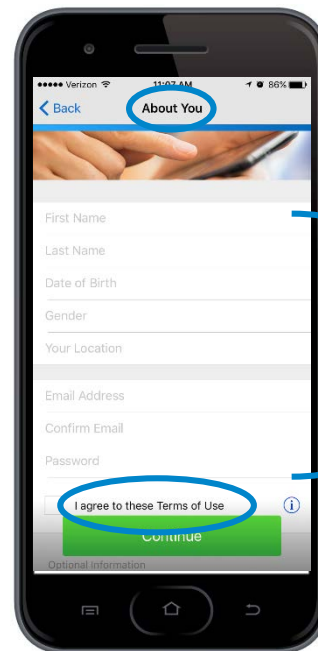
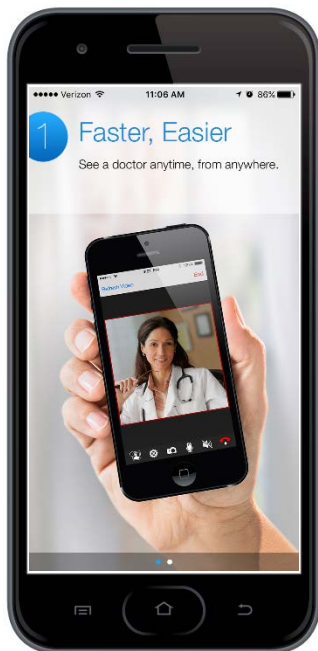
Accessing care with Amwell is simple and convenient. Follow these steps to enroll with Amwell today. It is helpful to set up your account prior to needing care.

- 1. Download the Amwell Mobile App.** The Amwell app can be downloaded directly to your smart phone or tablet and is available for both Apple and Android devices.

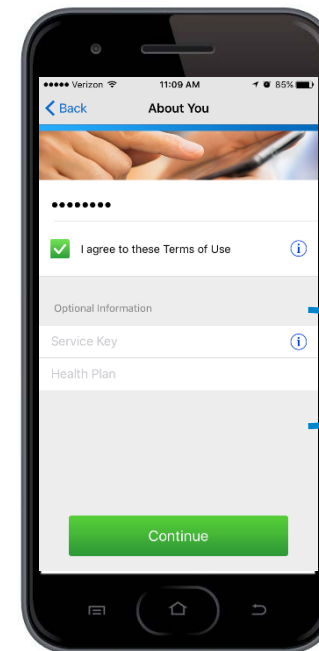


## 2. Enroll.

- Open the Amwell app on your smart phone.
- You will be prompted to Log In or Sign Up – Click Sign Up.
- Complete your profile by providing the requested information.
- Agree to the Terms of Use.
- Enter your health plan information. **Be sure to select Blue KC and not another Blues plan!**
- You will be asked if you want to sync your health information – this is not required, but can be helpful if you maintain an Apple Health or another similar Android app.



**Requested Info:**  
First Name  
Last Name  
DOB  
Gender  
Your Location  
Email Address  
Password

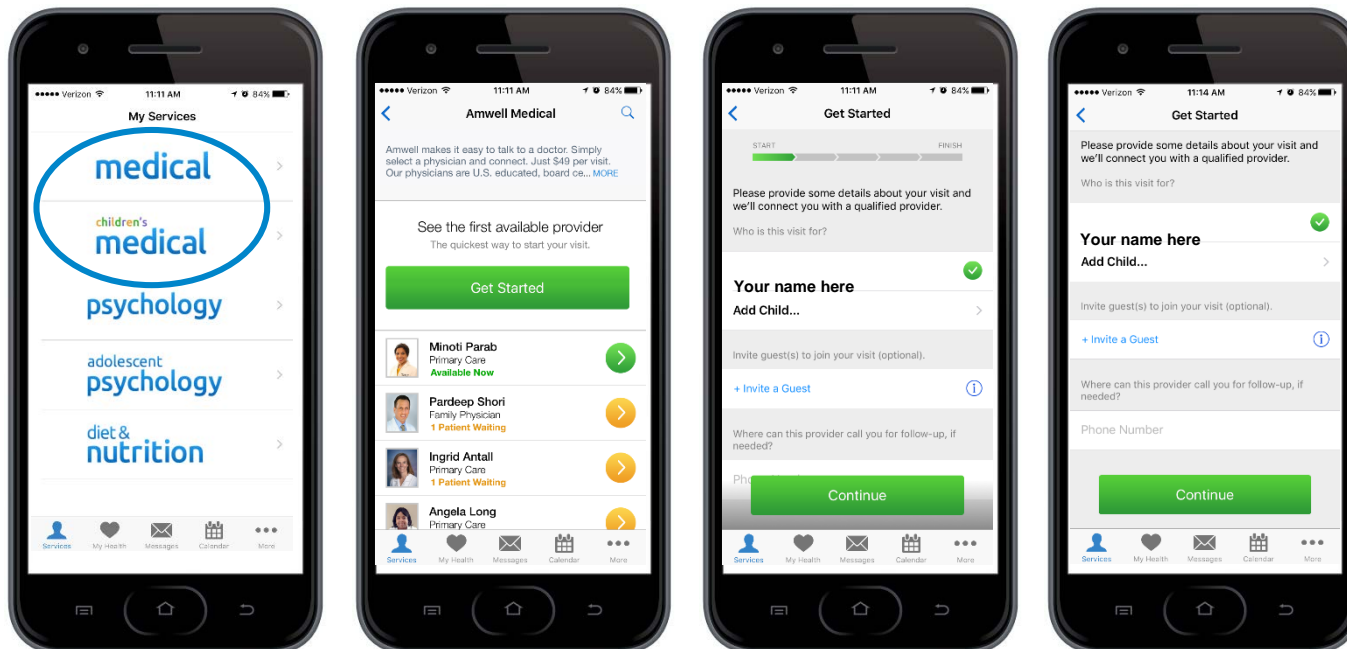


**Health Plan Info**

### 3. Visit.

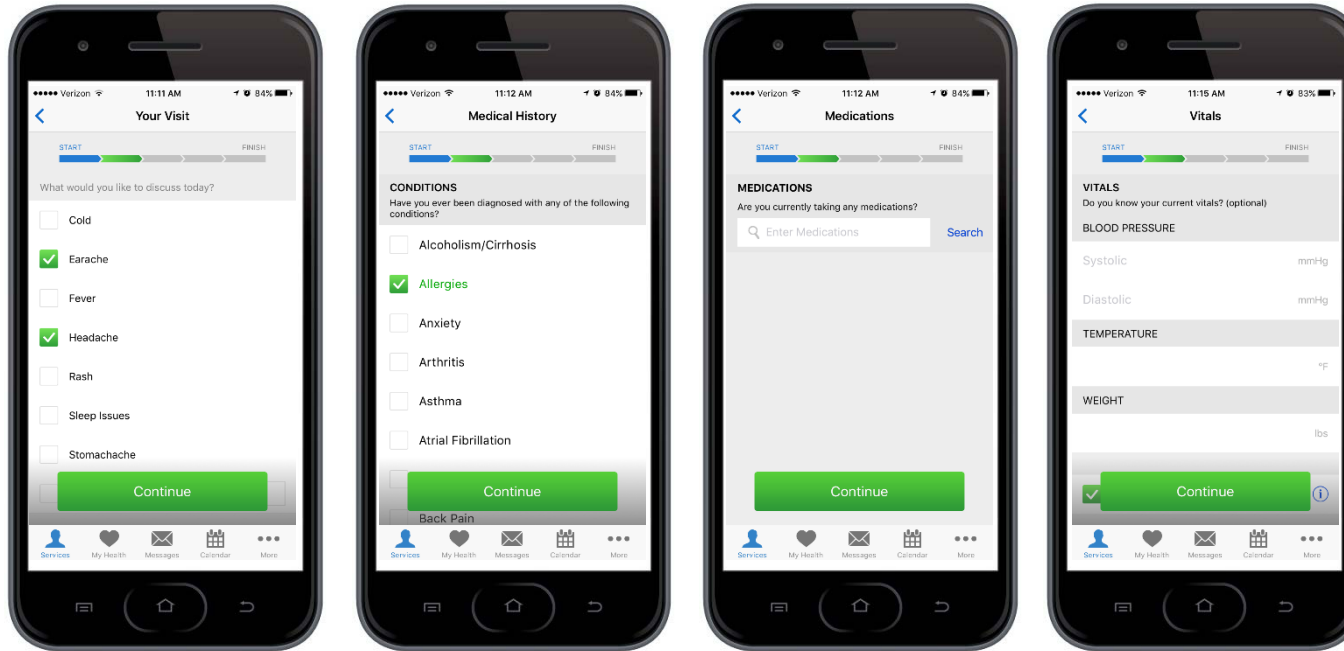
- You can access care through Amwell for a variety of services. However, only the Amwell medical services are covered by your Blue KC medical plan.
- Select medical or children's medical to get started with your visit.
- It's free to enroll. Amwell office visits are considered "urgent care" and will process according to your urgent care benefits, cost sharing or copay unless otherwise noted in your member certificate.\* →
- You have the opportunity to add a child if you are facilitating on their behalf.
- You have the opportunity to invite a guest. For example, if Grandma is babysitting when your child becomes ill, she could invite you to join the visit so you can both participate and talk to the doctor when he/she is evaluating your child. Please note, your child must be present during the visit.
- You will also be required to provide a phone number where you can be reached.

\*If special Amwell benefits apply, this will be noted as a "Designated Telehealth" benefit on your certificate. You can access your certificate on your member portal at MyBlueKC.com.



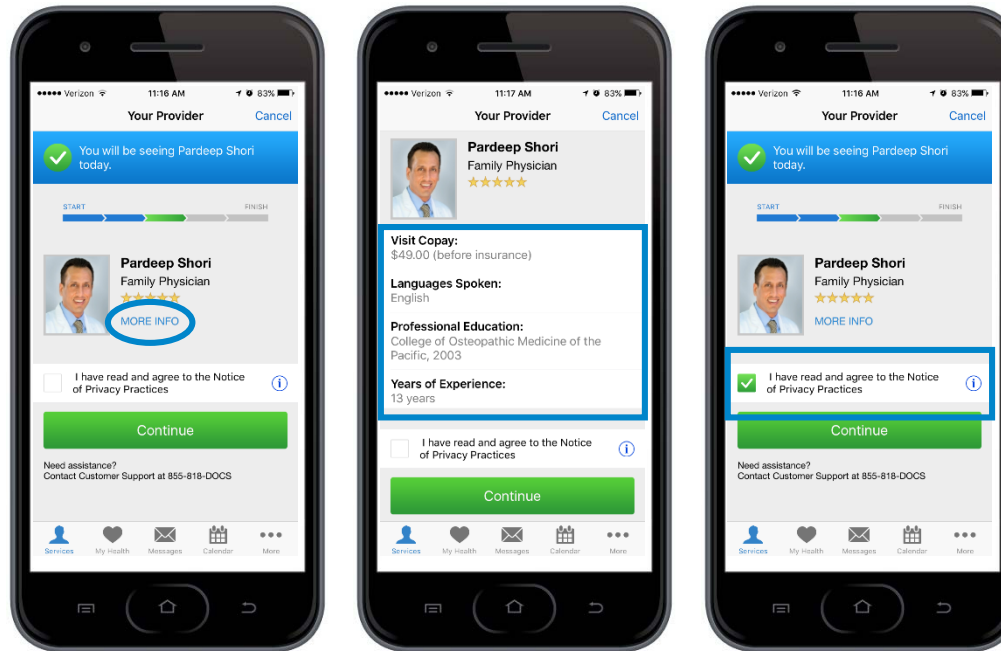
### 3. Visit.

- You will be asked to provide details about the reason for your visit.
- You will be prompted to answer questions about your medical history and conditions.
- You will be asked about any medications you are taking.
- You will be asked about your vitals – if you don't know, just continue.



### 3. Visit.

- You can either select a provider, or the app can find the first available provider for you.
- Once a provider has been located you can learn more about them by clicking on “MORE INFO.” This will provide information on their languages spoken, professional education and years of experience.
- You must agree to the Notice of Privacy Practices before continuing.

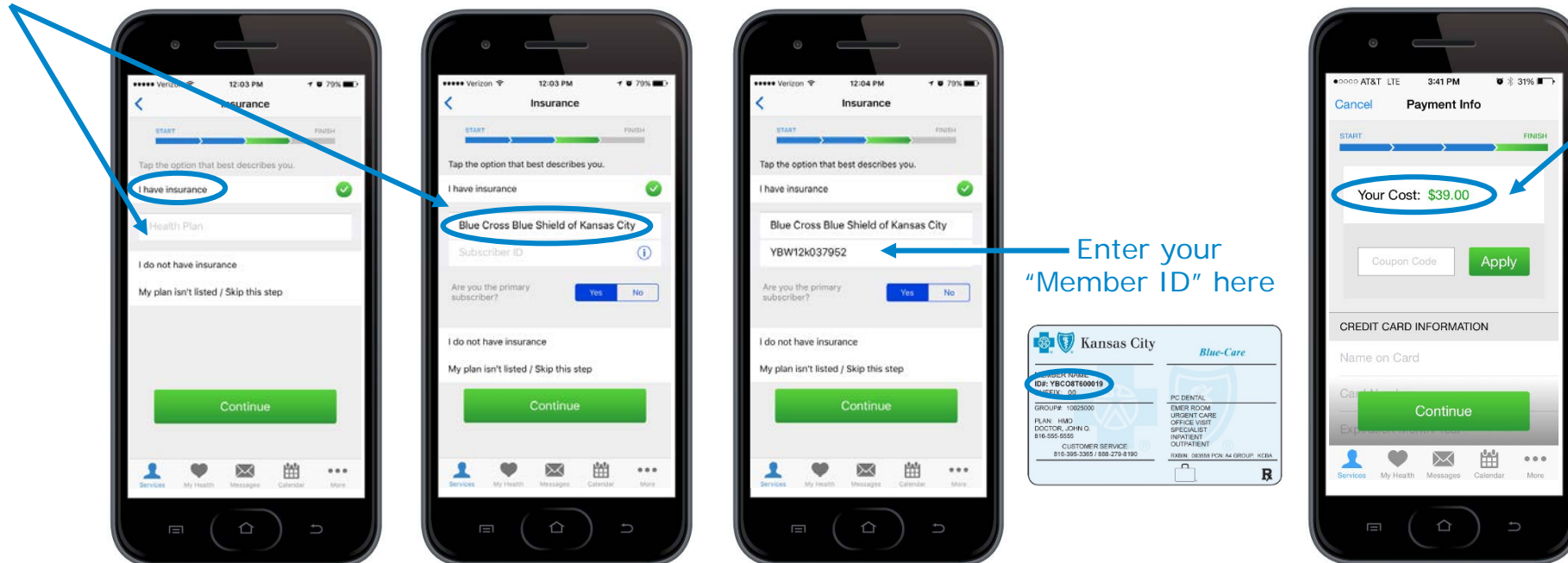


## 4. Provide your insurance information.

You must provide accurate insurance information in order to receive the Blue KC rates and so Blue KC can process your claim according to your specific plan benefits.

- Click on “I have insurance” then click continue.
- Below the check box indicating you have insurance, click on “Health Plan.” You will be provided with a listing of health plans. You must select “Blue Cross Blue Shield of Kansas City” from this list. Be careful not to select another Blue Plan.
- Click on Subscriber ID and enter your “Member ID” as displayed on your member ID card.
- Indicate whether or not you are the primary subscriber. Note the primary subscriber is the policyholder or the person employed by the company providing the insurance.
- The app will check the cost of your visit. This can take a couple of minutes.

Health Plan: Blue Cross Blue Shield of Kansas City



\*Note, if Amwell is unable to confirm the cost of your visit, you may be required to pay the full price of the service without your Blue KC benefits applied. This can occur because you incorrectly entered your insurance information or because of technical difficulties in retrieving the information. You may wish to check your information and try again.





# QUESTIONS?

To learn more about Amwell  
Telehealth and the Amwell app,  
visit [Amwell.com](https://www.amwell.com)