







# 24/7 ACCESS TO VIRTUAL CARE Online or Mobile Doctor Visits

Get care wherever you are for common medical issues

## Why use virtual care?

	<b>AVERAGE WAIT TIME IS 3 MINUTES</b>		Connect with your camera phone or computer with camera
	Meet with licensed, U.S. board-certified physicians with an average 15 years' experience		Get the care you need – including some prescriptions <sup>2</sup>
	Feel safe with Amwell's private, secure, HIPAA-compliant tool		Save on drive time or office wait time
	Rest assured if you are traveling and need care quick		Pay much less than going to emergency room <sup>3</sup>



Average virtual care wait time is **3 MINUTES**

## What can be treated?

Common medical issues, such as:

- Sinus Pain
- Mild Asthma
- Mild Allergic Reactions
- Minor Headaches
- Burning with Urination
- Cold Sores
- Sprains, Strains
- Pink Eye
- Nausea, Vomiting, Diarrhea
- Bumps, Cuts, Scrapes
- Coughs, Sore Throat
- Eye Swelling, Irritation, Redness or Pain
- Minor Fevers, Colds
- Rashes, Minor Burns

## How do I make an appointment?

Your network includes American Well (Amwell)<sup>1</sup>, a group of virtual care providers. To make an appointment:

1. Download the Amwell Mobile App or visit Amwell.com.
2. Create an account using your Blue KC member ID card for reference. Ensure you choose Blue KC from the drop-down list.
3. View a list of available doctors, their experience and ratings, and select one.
4. Stream a live visit directly online or your mobile device.



<sup>1</sup> American Well's Online Care Group is an independent provider contracted to participate in Blue KC's commercial provider networks.

<sup>2</sup> Blue KC does not guarantee a prescription will be written.

<sup>3</sup> If special Amwell benefits apply, this will be noted as a "Designated Telehealth" benefit on your certificate. You can access your certificate on MyBlueKC.com.

**VIRTUAL CARE IS NOT FOR EMERGENCIES** If you have a serious medical concern, go to the emergency room or call 911.

Meet with a doctor using your computer or smartphone.

Have your Blue KC member ID card handy and download the Amwell mobile app, or visit Amwell.com.