



User Guide

www.Amwell.com

amwell

1-844-SEE-DOCS | BLOG | HOW IT WORKS | LOG IN | **SIGN UP**

Talk to a doctor online, anytime
Have a visit in minutes using your computer, tablet or phone.

Continue

Let's face it... Amwell makes visits easier.

Doctor consultations have never been more convenient. Now you can have live, on-demand visits online or by phone.

1-844-SEE-DOCS

Select sign-up

Information

Enter the
required
information



See a Provider Now!

Amwell makes it easy for you to talk to doctors, immediately, from your home. Simply log on or call 1-844-SEE-DOCS (1-844-733-3627) to connect with board-certified doctors in your area.

[Learn More >](#)

The image shows a sign-up form for Amwell. At the top is a blue header with the Amwell logo (a heart with a checkmark) and the text "amwell". Below the header are several input fields: "First Name" and "Last Name" (side-by-side), "Email", "Confirm Email", and "Password". Below these fields is a checkbox labeled "I agree to these [Terms of Use](#)". At the bottom of the form is a large green button with the text "Sign Up". Below the button is the text "Already have an account? [Log In](#)". A large red arrow points from the text "Enter the required information" down to the "Last Name" input field.

Additional Information

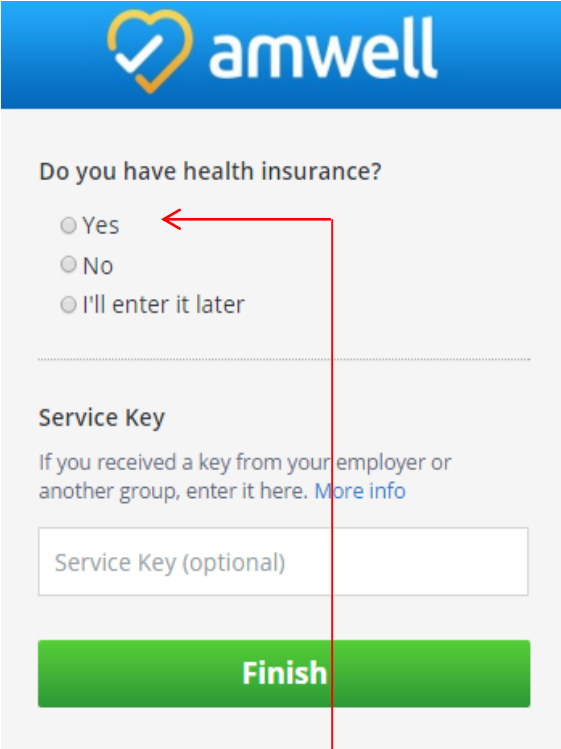
Enter the
required
information



The screenshot shows the Amwell profile completion form. At the top is the Amwell logo, which consists of a yellow heart with a white checkmark inside, followed by the word "amwell" in white lowercase letters on a blue background. Below the logo, the text "We need a few more details to create your profile." is displayed. The form contains several input fields: a "Your Location" dropdown menu, a "Date of Birth" section with three separate dropdowns for "Month", "Day", and "Year", and two radio buttons for "Male" and "Female". At the bottom of the form is a large green button with the word "Continue" in white text. A large red arrow points from the text "Enter the required information" down to the "Your Location" dropdown menu.

Initial Enrollment Process: Select Health Plan

Step 1:



The screenshot shows the Amwell logo at the top. Below it is the question "Do you have health insurance?" with three radio button options: "Yes", "No", and "I'll enter it later". A red arrow points to the "Yes" option. Below this is a "Service Key" section with a text input field and a "Finish" button.

Do you have health insurance?

Yes

No

I'll enter it later

Service Key

If you received a key from your employer or another group, enter it here. [More info](#)

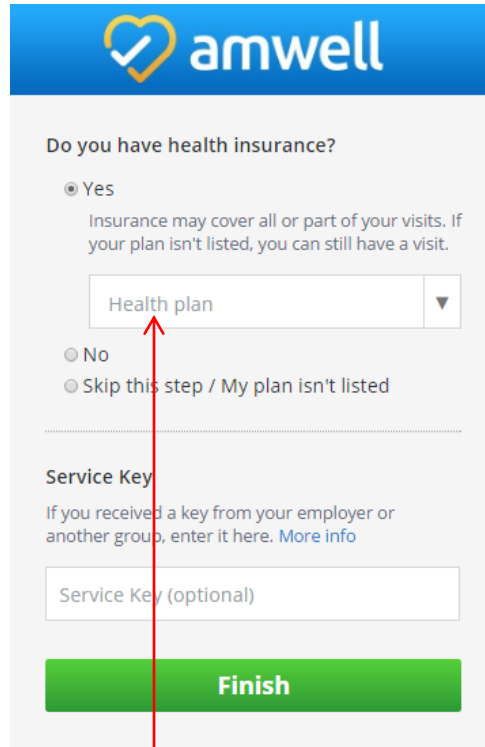
Service Key (optional)

Finish

Select "Yes"

Initial Enrollment Process: Select Blue Cross

Step 2:



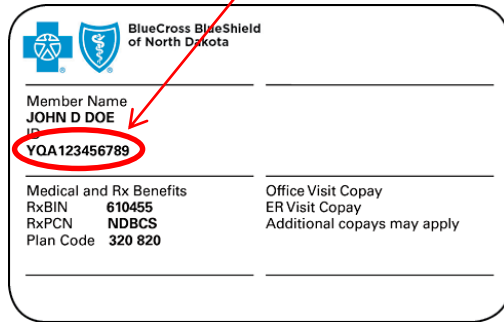
The screenshot shows the Amwell logo at the top. Below it is the question "Do you have health insurance?". The "Yes" option is selected. Under "Yes", there is a text box that says "Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit." Below this is a dropdown menu labeled "Health plan". A red arrow points to this dropdown menu. Below the dropdown are the "No" and "Skip this step / My plan isn't listed" options. Further down is the "Service Key" section with a text input field labeled "Service Key (optional)". At the bottom is a green "Finish" button.

Select "Blue Cross Blue Shield of North Dakota" from the health plan drop down

Initial Enrollment Process: Health Plan-ID

Step 3:

Subscriber ID

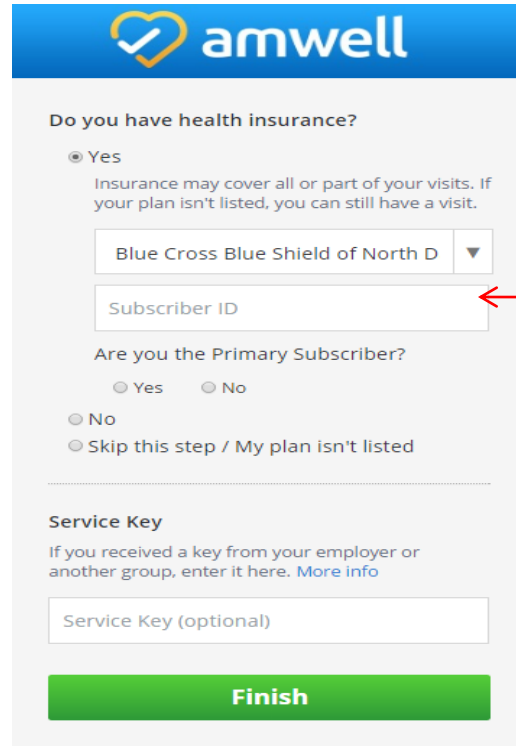


BlueCross BlueShield of North Dakota

Member Name
JOHN D DOE

ID
YQA123456789

Medical and Rx Benefits	Office Visit Copay
RxBIN 610455	ER Visit Copay
RxPCN NDBCS	Additional copays may apply
Plan Code 320 820	



amwell

Do you have health insurance?

Yes
Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.

Blue Cross Blue Shield of North D

Subscriber ID

Are you the Primary Subscriber?

Yes No

No

Skip this step / My plan isn't listed

Service Key

If you received a key from your employer or another group, enter it here. [More info](#)

Service Key (optional)

Finish

Enter "Subscriber ID" and select if you are the Primary subscriber; if you are not the primary subscriber you will need to enter their name, DOB, and relationship to you

Initial Enrollment Process: Select Health Plan

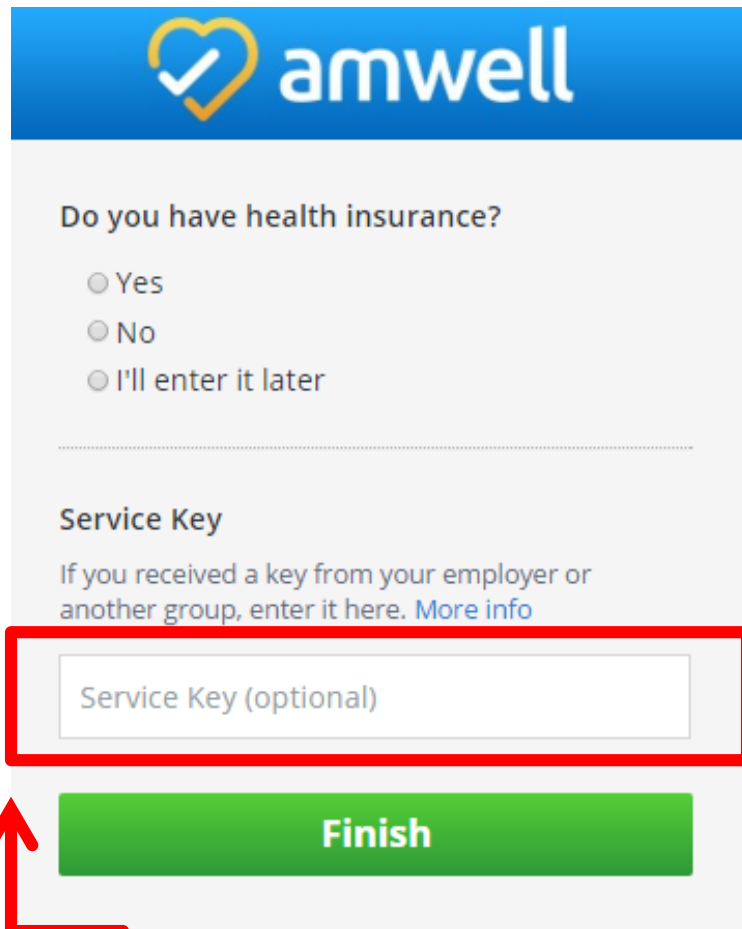
This is a screenshot of the additional information that will need to be entered if the user is NOT the primary subscriber.

The screenshot shows the Amwell enrollment process for a non-primary subscriber. The form is titled "Do you have health insurance?" and includes the following fields and options:

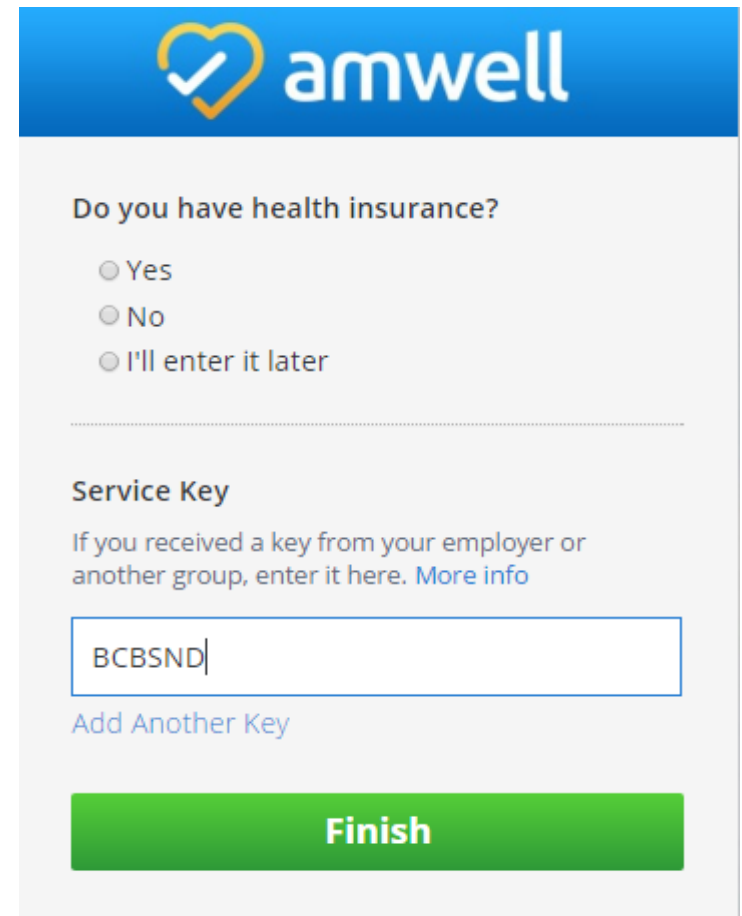
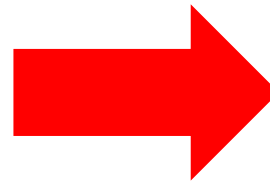
- Do you have health insurance?**
 - Yes
 - Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.
 - Blue Cross Blue Shield of North D (dropdown menu)
 - Subscriber ID (text input)
 - No
 - Skip this step / My plan isn't listed
- Are you the Primary Subscriber?**
 - Yes
 - No
- Primary Subscriber Name**
 - First Name (text input)
 - Last Name (text input)
- Primary Subscriber Date of Birth**
 - Month (dropdown menu)
 - Day (text input)
 - Year (text input)
- Relationship to Subscriber (dropdown menu)
- Service Key**
 - If you received a key from your employer or another group, enter it here. [More info](#)
 - Service Key (optional) (text input)

Finish (green button)

Initial Enrollment Process: Service Key



The screenshot shows the Amwell enrollment form. At the top is the Amwell logo. Below it is the question "Do you have health insurance?" with three radio button options: "Yes", "No", and "I'll enter it later". A horizontal line separates this from the "Service Key" section. The "Service Key" section has the text "If you received a key from your employer or another group, enter it here. [More info](#)". Below this is a text input field labeled "Service Key (optional)". This field is highlighted with a red rectangular border. At the bottom of the form is a green "Finish" button. A red arrow points from the bottom left towards the "Finish" button.



The screenshot shows the Amwell enrollment form after the Service Key has been entered. The "Service Key" section is the same as in the previous screenshot, but the text input field now contains "BCBSND". Below the input field is a link that says "Add Another Key". The green "Finish" button remains at the bottom.

During the enrollment process, use Service Key "BCBSND" in this field.

Correct Member Practice Page



If you have correctly entered the Service Key "BCBSND", you will go to the BCBSND "Telehealth Online Visits" practice home page and the screen will look like the one pictured above.

Incorrect Member Practice Page

The screenshot shows the Amwell member practice page. At the top left is the Amwell logo. To the right of the logo are links for "Test Dakota", "Location: North Dakota", "My Account", and "Log Out". Below this is a navigation bar with "Home", "My Health", "My Providers", and "Test My Computer". The main banner features a photo of Dr. Peter Antall, Medical Director, with a blue ribbon stating "Accredited by the American Telemedicine Association". Below the photo is the Amwell Medical logo and a text box: "Amwell makes it easy to talk to a doctor. Simply select a physician and connect. Just \$49 per visit. Our physicians are U.S. educated, board certified, and have been hand selected, trained, and certified specifically in telehealth." Below the banner is a "Providers" section with a search bar and a list of three providers: Jill Weber (Family Physician), Miia Lim (Family Physician), and AW Provider Internist (5 stars). To the right is a "My Services" section with logos for Amwell Medical, Amwell Diet & Nutrition, Amwell Psychology, and Amwell Adolescent Psychology. At the bottom right of the services section is a link to "Add a Service Key".

If you did not enter the BCBSND service key, or entered it incorrectly, you will automatically be directed (during enrollment and all subsequent log-ins) to the Amwell DTC default home page.

Incorrect Member Practice Home: Next Steps to enroll in BCBSND Practice

During the enrollment process, instruct users to enter the Service Key "BCBSND" in this field.

Select the "+ Add a Service Key" field and the "Add a Service Key" box will appear



Enter "BCBSND" Service Key, select "Add" and you will be automatically enrolled in BCBSND practice. Member homepage will auto refresh to "Telehealth Online Visits" practice page.

Start a Visit: Payment / Insurance

✓ Get Started ✓ Your Visit ✓ Pharmacy Payment

Insurance

I have insurance
Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.

Health plan ▼

I don't have insurance

My plan isn't listed / Prefer not to answer

[Back](#) [Continue](#)

The insurance information you entered during enrollment should pre-populate on this page. If it does not, select your health plan, enter your subscriber ID, and confirm if you are / are not the primary subscriber (if you are not you will have to enter the primary subscriber information). After you select continue, Amwell will check your eligibility and confirm your cost share for this visit.

Start a Visit: Payment

✓ Get Started

✓ Your Visit

✓ Pharmacy

Payment

Payment

Your Cost:

Credit Card Information



Expiration Month Year

Billing Address

State

Amwell will check your eligibility and confirm your cost share for this visit. Your cost share is displayed on this page.

You will not need to enter a coupon code.

You need to enter your credit information to start the visit.

How to Enter Your Health Plan Information if You Already have an AmWell Account

Click on My Account

The screenshot shows the AmWell website interface. At the top left is the AmWell logo, which consists of a blue heart with a white checkmark inside, followed by the text "amwell" in blue. To the right of the logo, there is a user profile section with the text "Last Login 12/19/2016", "Location: North Dakota", and "My Account". A red arrow points to the "My Account" link. Below the logo and user information is a navigation bar with the following links: "Home", "My Health", "My Providers", "Test My Computer", a calendar icon with the number "15", and an envelope icon. The main content area features a large image of a smiling female doctor in a white lab coat. Overlaid on the bottom of this image is a dark grey box with the text "Telehealth Online Visits". Below this box, there is a paragraph of text: "Welcome! Amwell allows you to talk to licensed doctors on your terms - from home, work or anywhere you need care. Through Amwell, doctors can answer your questions, make a diagnosis and even prescribe basic medications if necessary. Simply click on a doctor below to start your live video consult." To the right of this paragraph is a "More" link with a downward arrow.


How to Enter Your Health Plan Information – Already have an account

Health Insurance Information [Edit](#) Click on Edit ←

Health Plan:


Subscriber ID:

Providers may use this information to submit claims for care you receive online. Please make sure this information is complete, accurate and up to date.



How to Enter Your Health Plan Information if you have an AmWell Account

Find “Blue Cross Blue Shield of North Dakota”



The screenshot shows a web form titled "Edit Health Insurance Information". At the top is a blue header bar with the title in white text. Below the header is a light gray form area. Inside the form area, there is a white dropdown menu with the text "No Health Plan" and a small downward-pointing triangle on the right side. A red arrow points to this triangle. Below the dropdown menu are two blue buttons: "Cancel" on the left and "Save" on the right.

How to Enter Your Health Plan Information if Already have an AmWell Account

Enter in Your BCBSND Subscriber ID Number exactly as it appears on your ID card.

Subscriber ID

Blue Cross Blue Shield of North Dakota

Member Name
JOHN D DOE

ID
YQA123456789

Medical and Rx Benefits
RxBIN **610455**
RxPCN **NDBCS**
Plan Code **320 820**

Office Visit Copay
ER Visit Copay
Additional copays may apply

Blue Cross Blue Shield of North Dakota

Subscriber ID

Are you the Primary Subscriber?

Yes No

Cancel Save