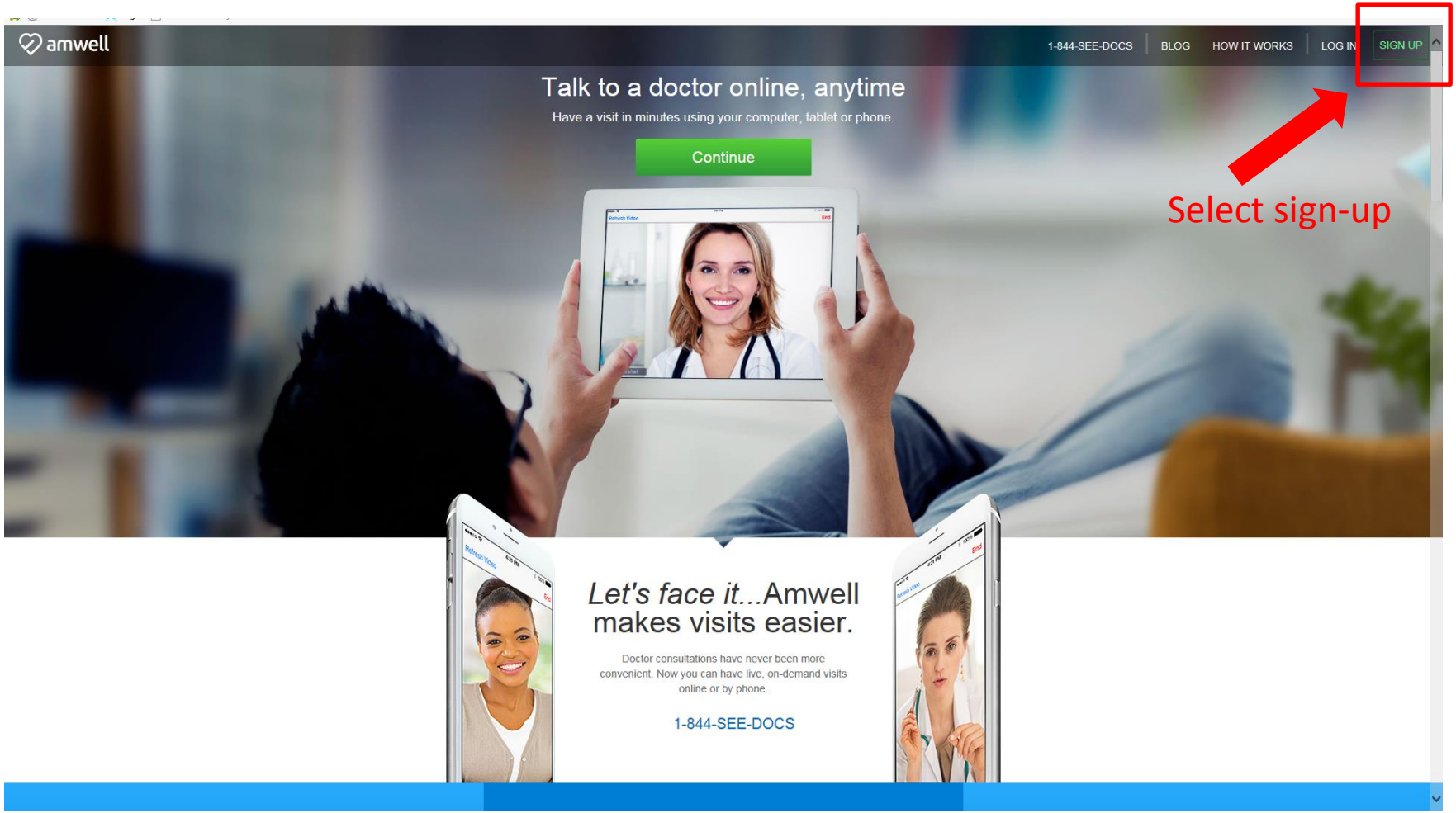
User Guide

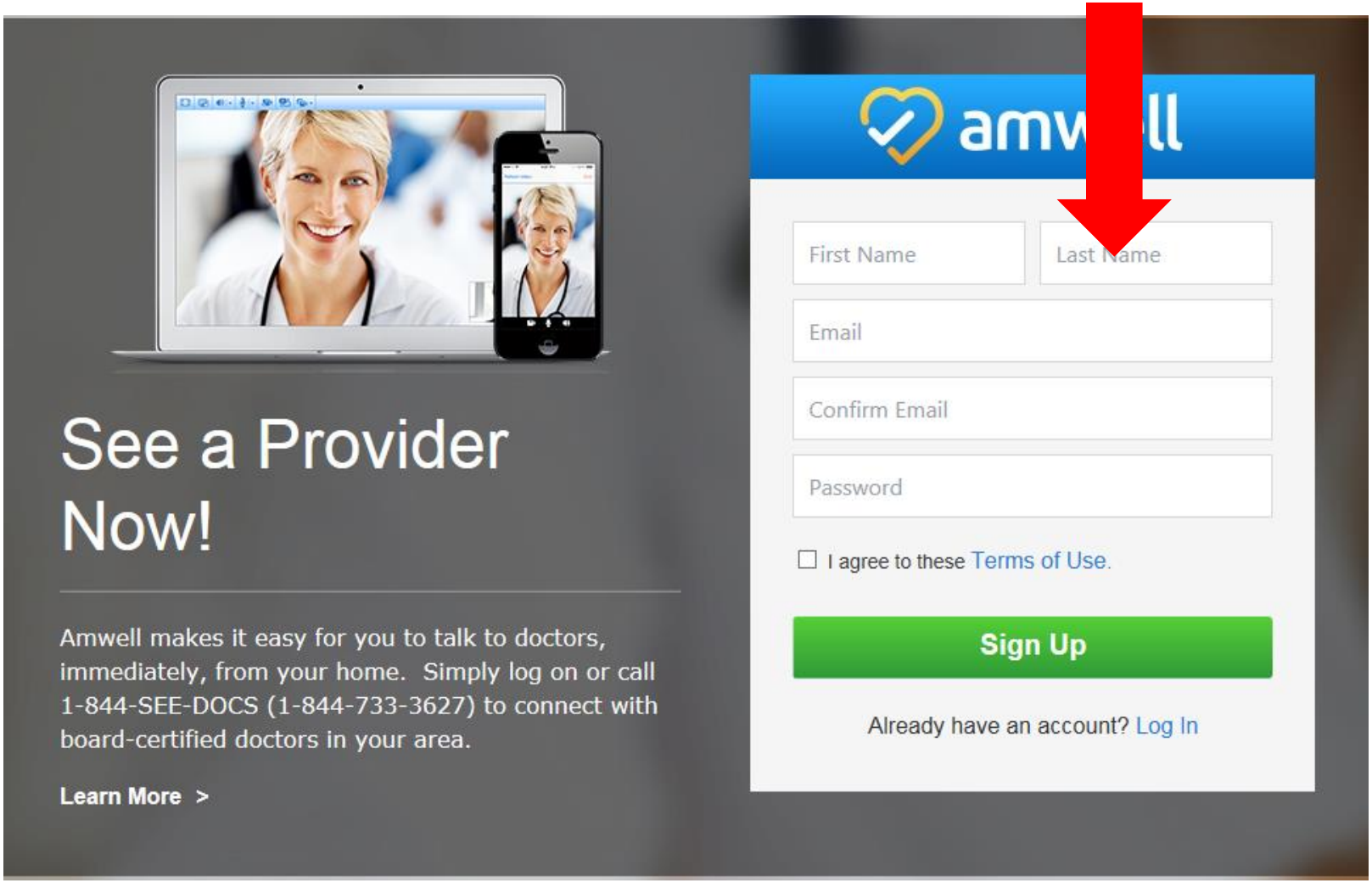
American Well Corp. is an independent company providing web-based medical advice including telehealth services on behalf of Blue Cross Blue Shield of North Dakota.

www.Amwell.com



Information

Enter the required information

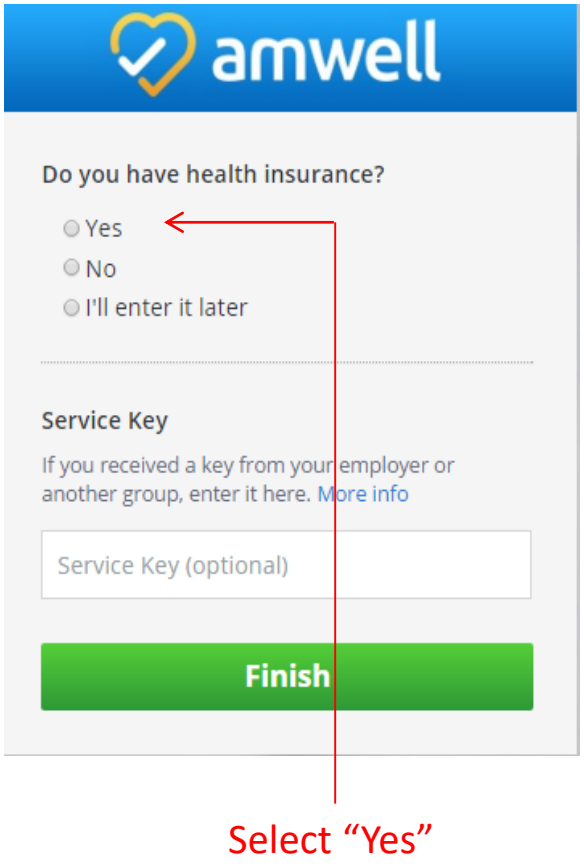


Additional Information

Enter the required information

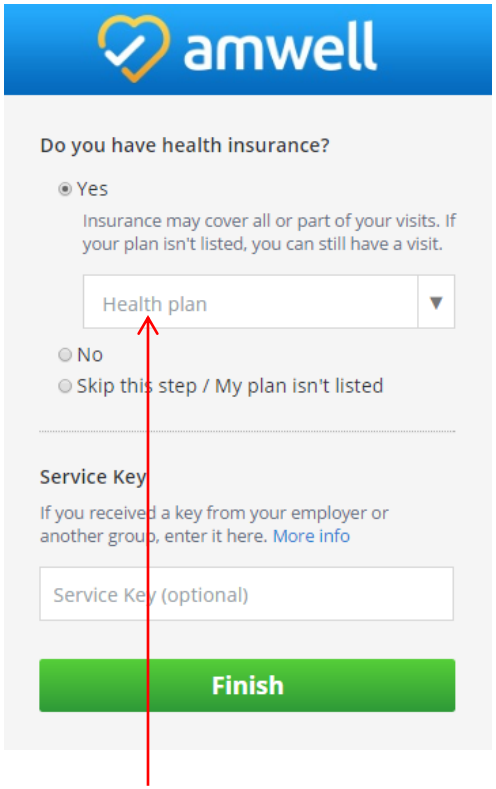
Initial Enrollment Process: Select Health Plan

Step 1:



Initial Enrollment Process: Select Blue Cross

Step 2:

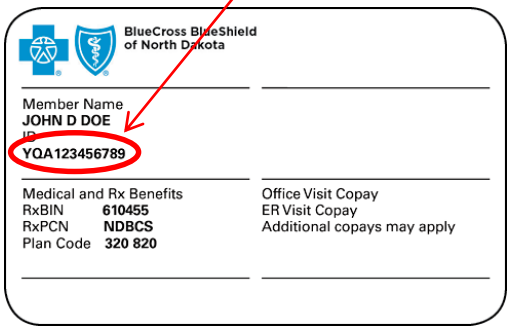


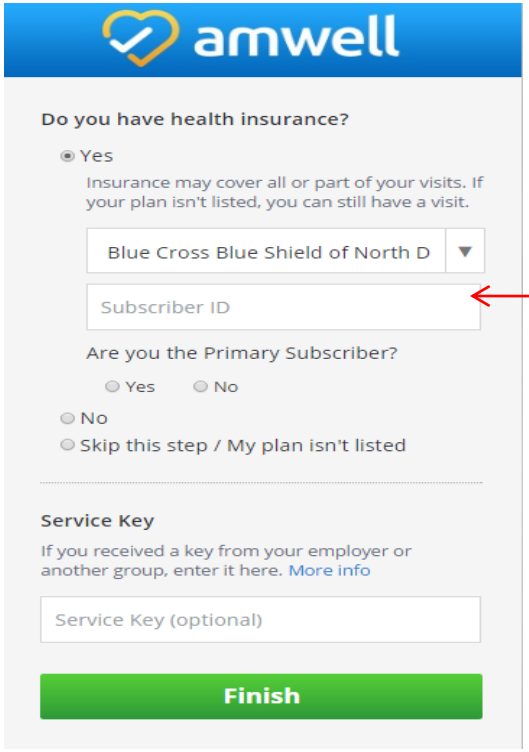
Select “Blue Cross Blue Shield of North Dakota” from the health plan drop down

Initial Enrollment Process: Health Plan-ID

Step 3:

Subscriber ID

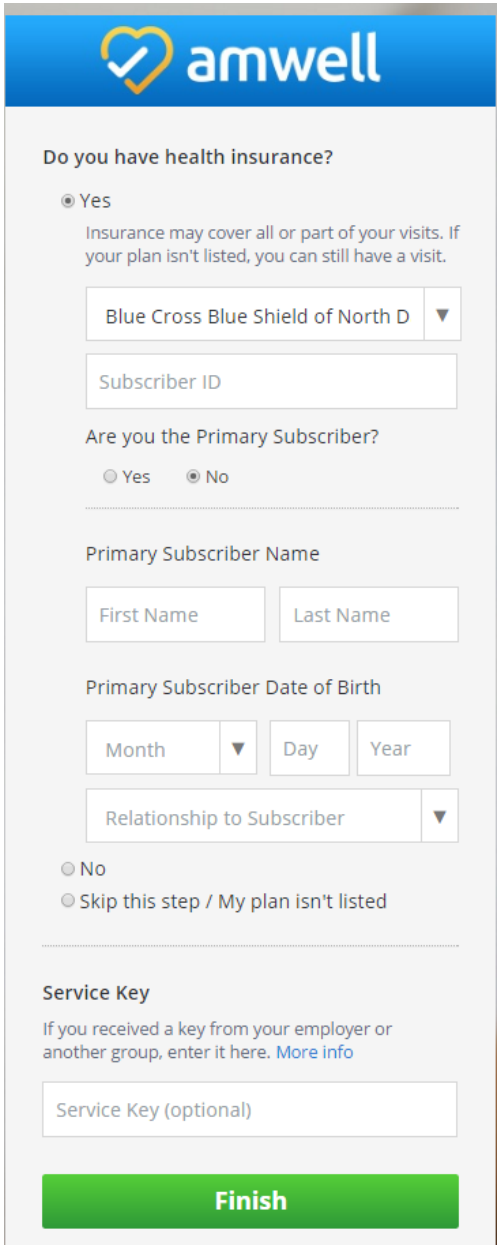




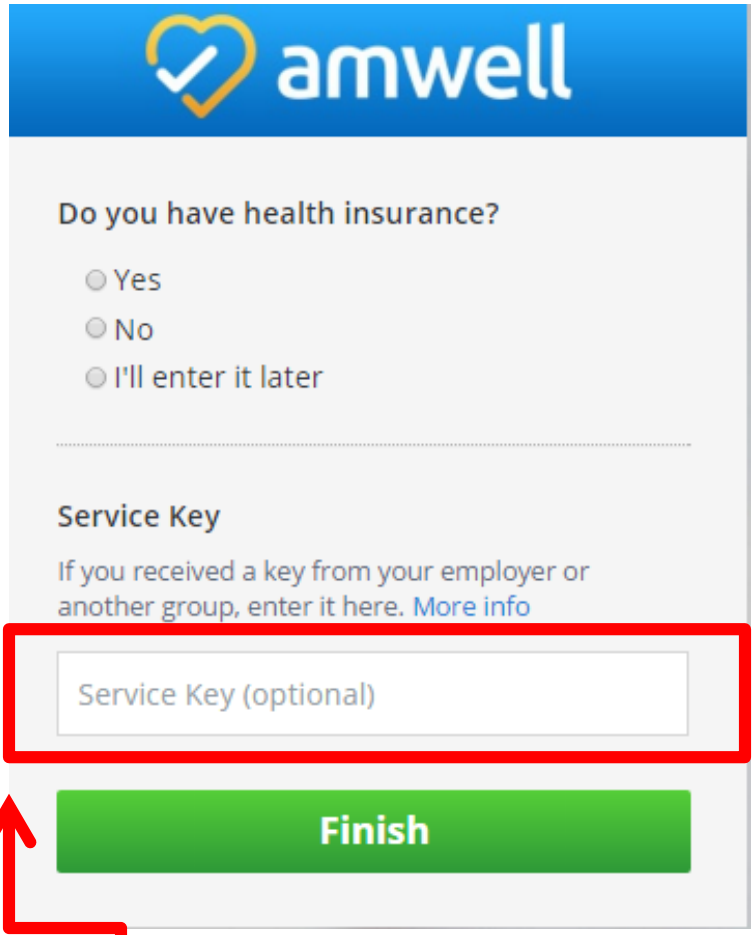
Enter "Subscriber ID" and select if you are the Primary subscriber; if you are not the primary subscriber you will need to enter their name, DOB, and relationship to you

Initial Enrollment Process: Select Health Plan

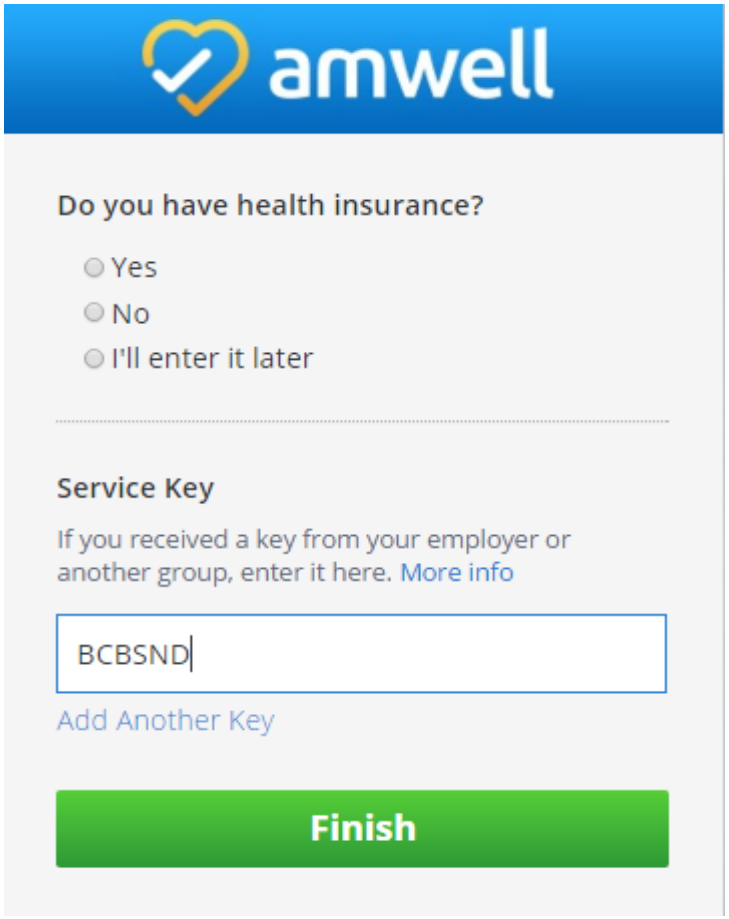
This is a screenshot of the additional information that will need to be entered if the user is NOT the primary subscriber.



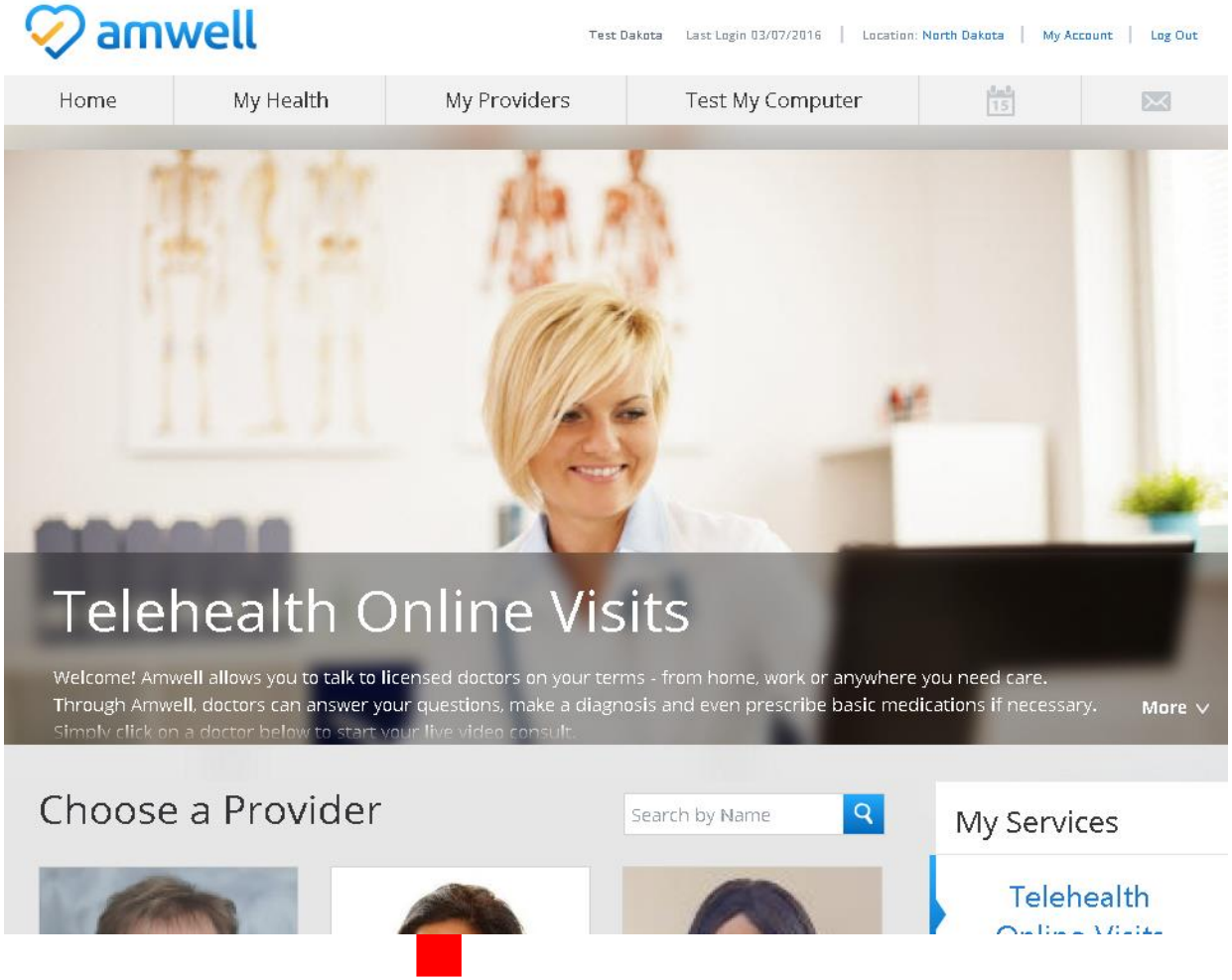
Initial Enrollment Process: Service Key



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

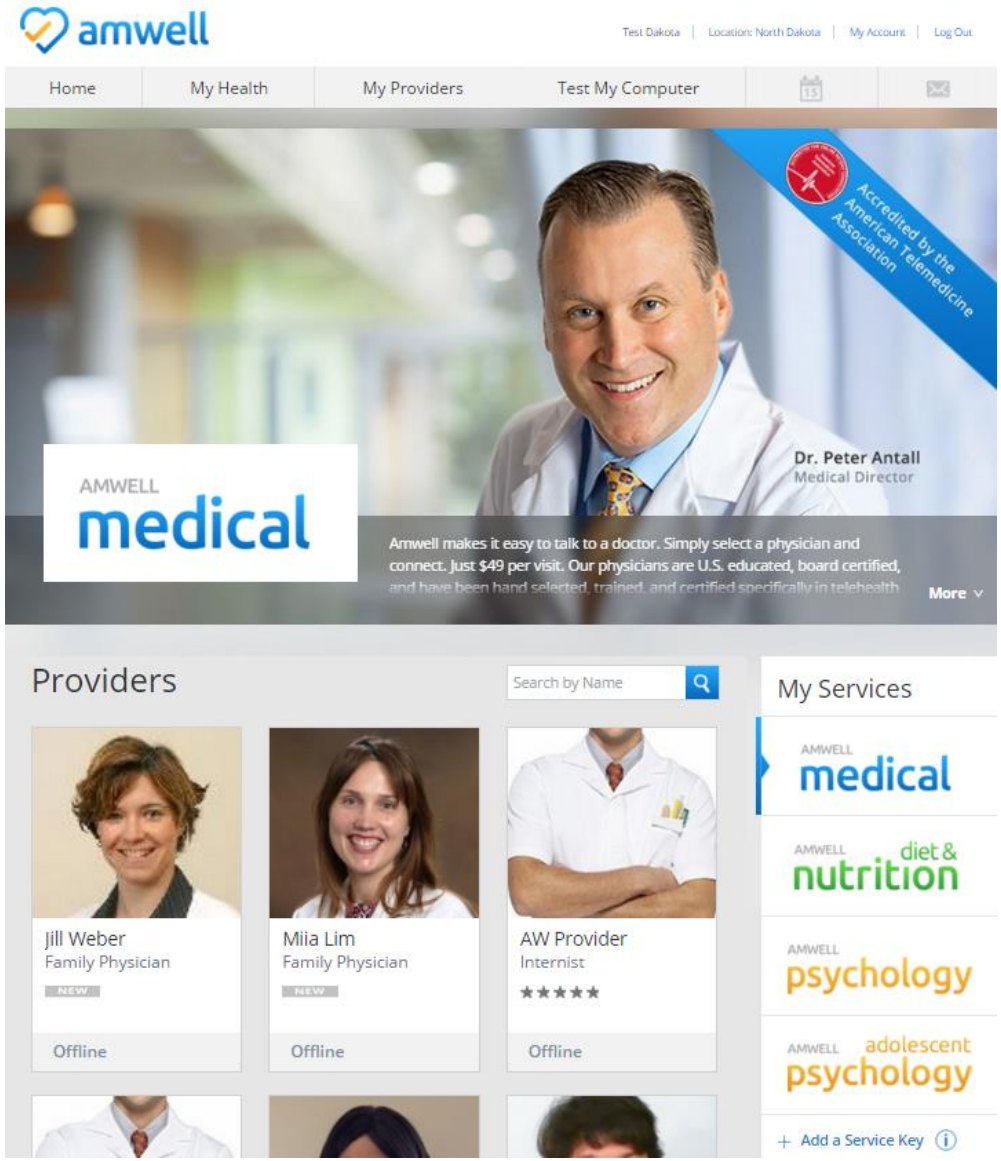


Correct Member Practice Page



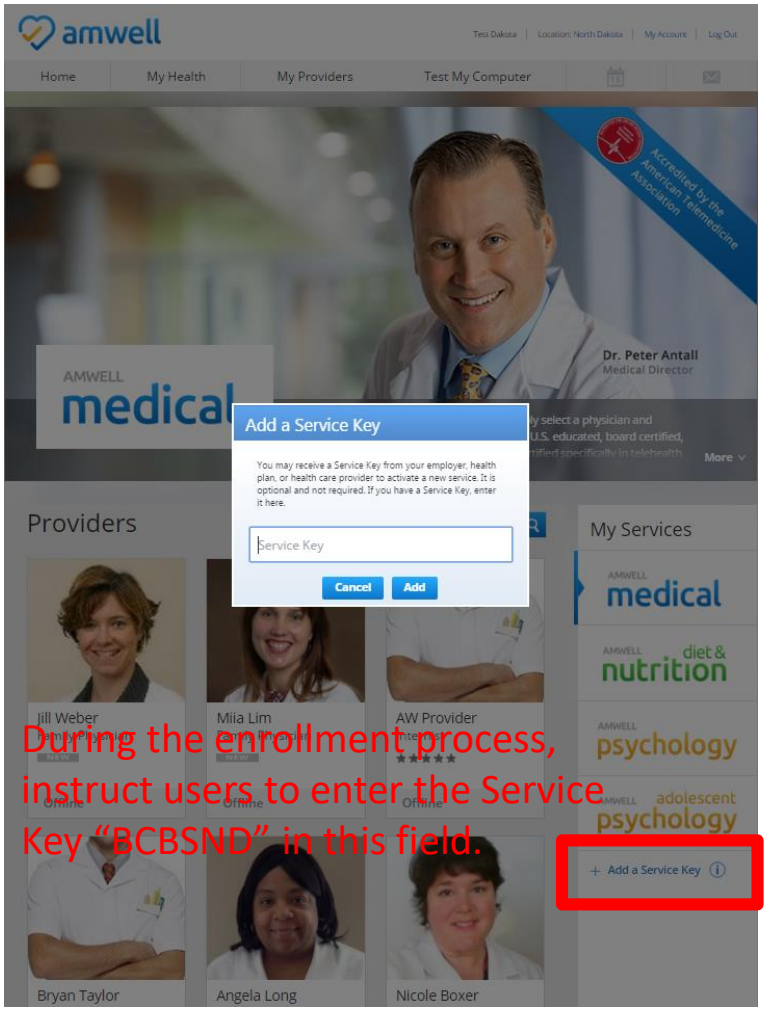
If you have correctly entered the Service Key “BCBSND”, you will go to the BCBSND “Telehealth Online Visits” practice home page and the screen will look like the one pictured above.

Incorrect Member Practice Page



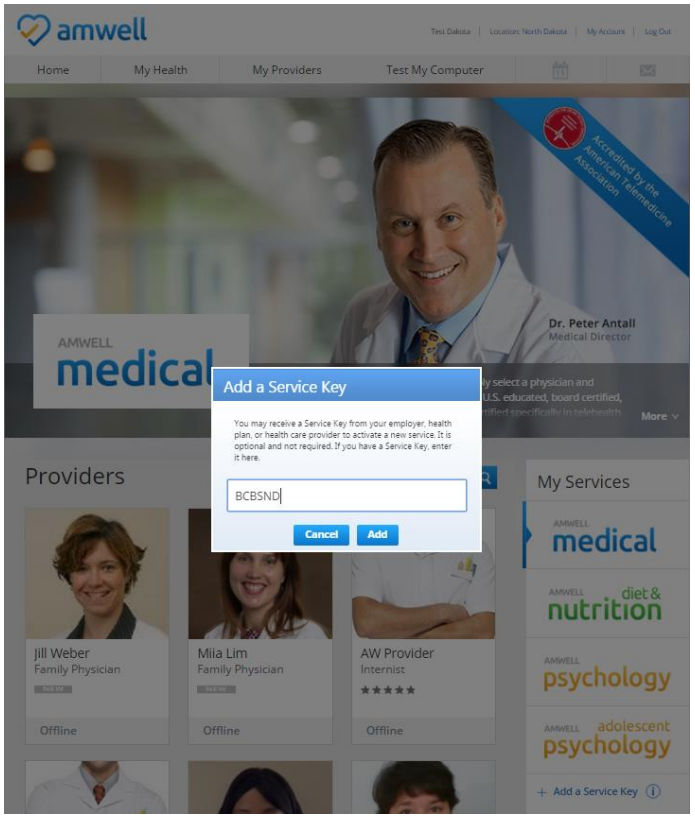
If you did not enter the BCBSND service key, or entered it incorrectly, you will automatically be directed (during enrollment and all subsequent log-ins) to the Amwell DTC default home page.

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



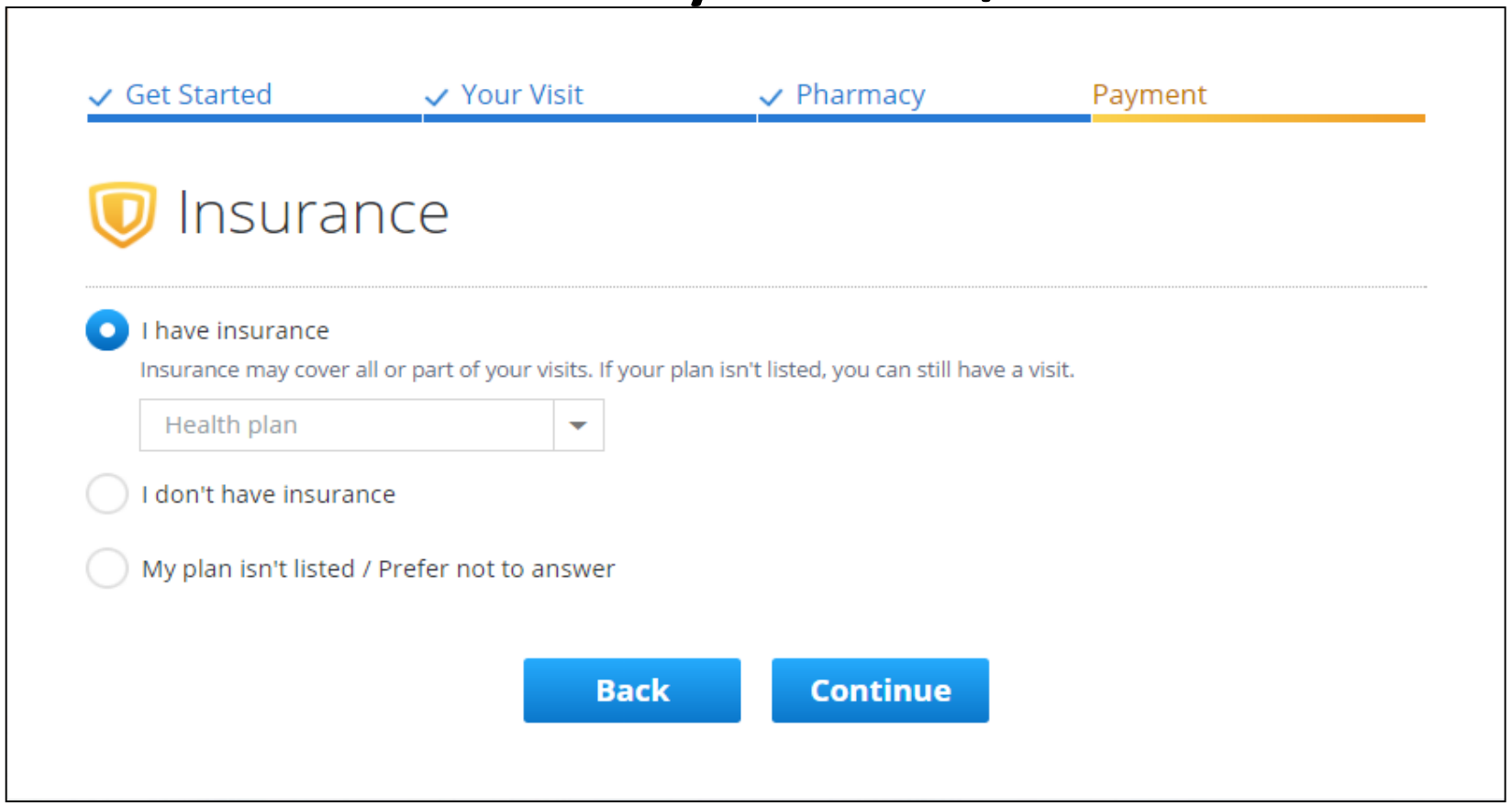
During the enrollment process, instruct users to enter the Service Key "BCBSND" in this field.

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



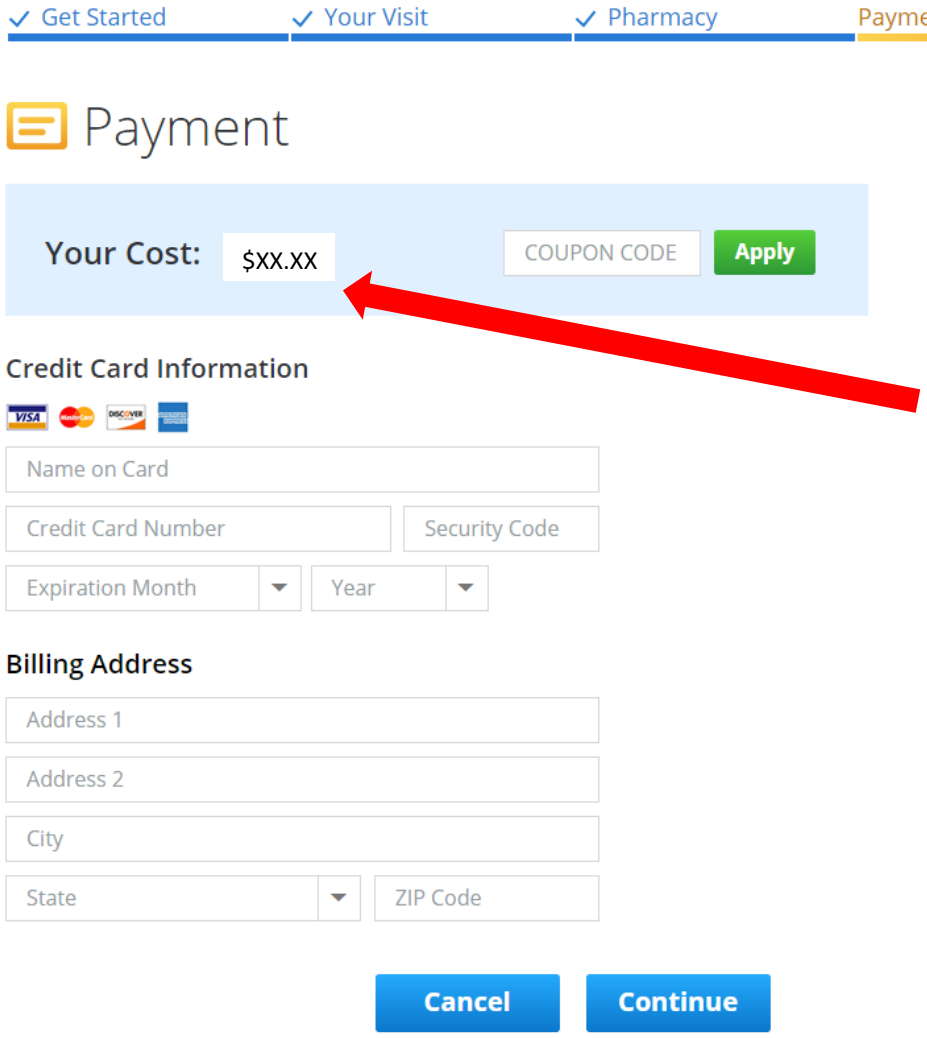
Enter "BCBSND" Service Key, select "Add" and you will be automatically enrolled in BCBSND practice. Member homepage will auto refresh to "Telehealth Online Visits" practice page.

Start a Visit: Payment / Insurance



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



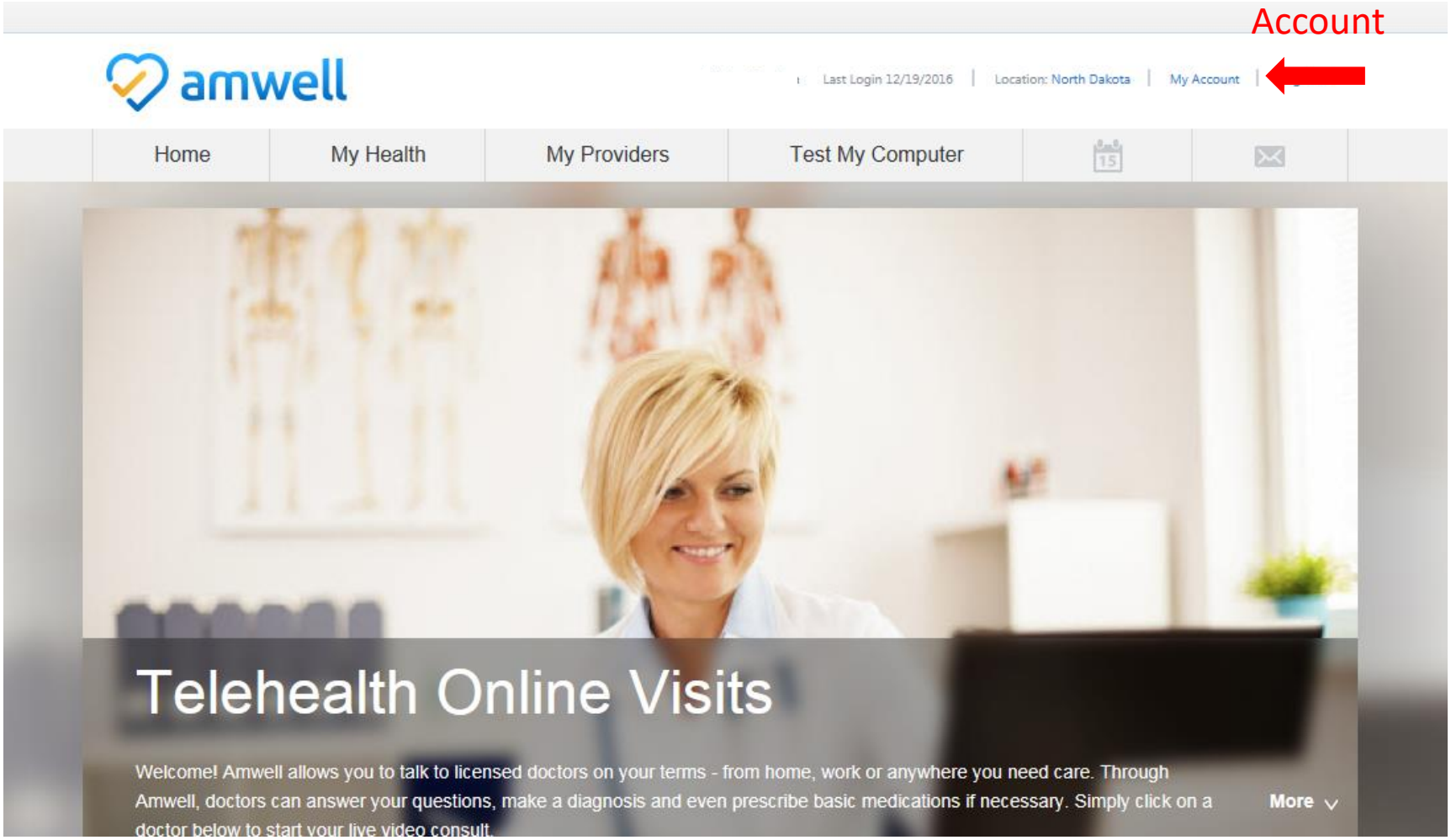
Amwell will check your eligibility and confirm your cost share for this visit. Your cost share is displayed on this page.

You will not need to enter a coupon code.

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

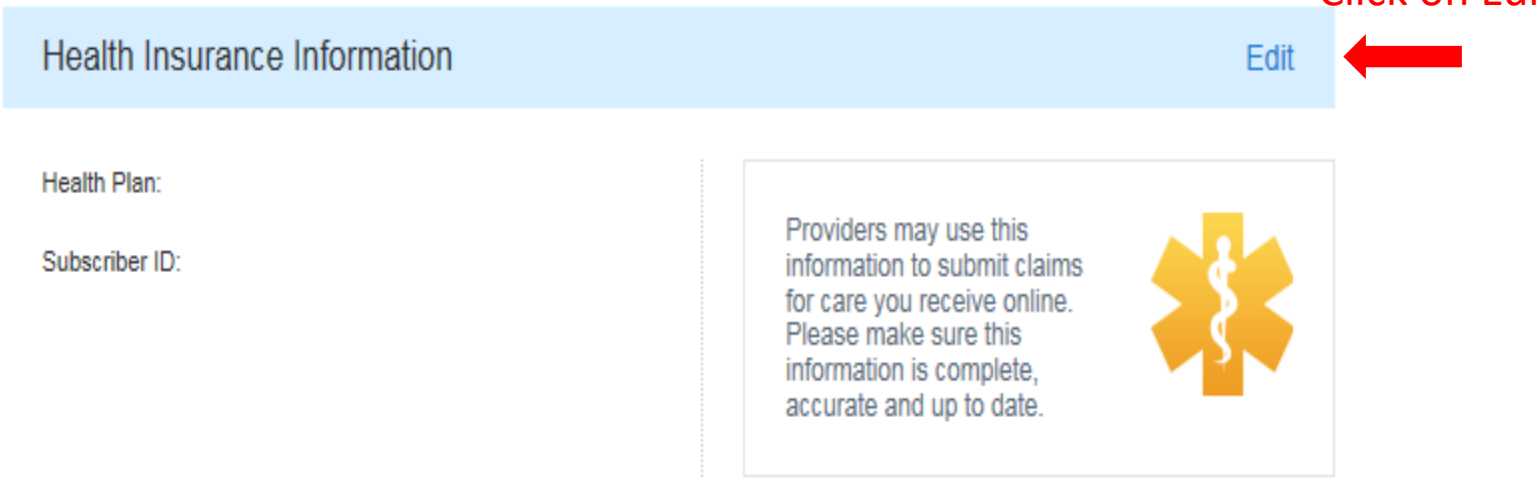
How to Enter Your Health Plan Information if You Already have an AmWell Account

Click on My Account



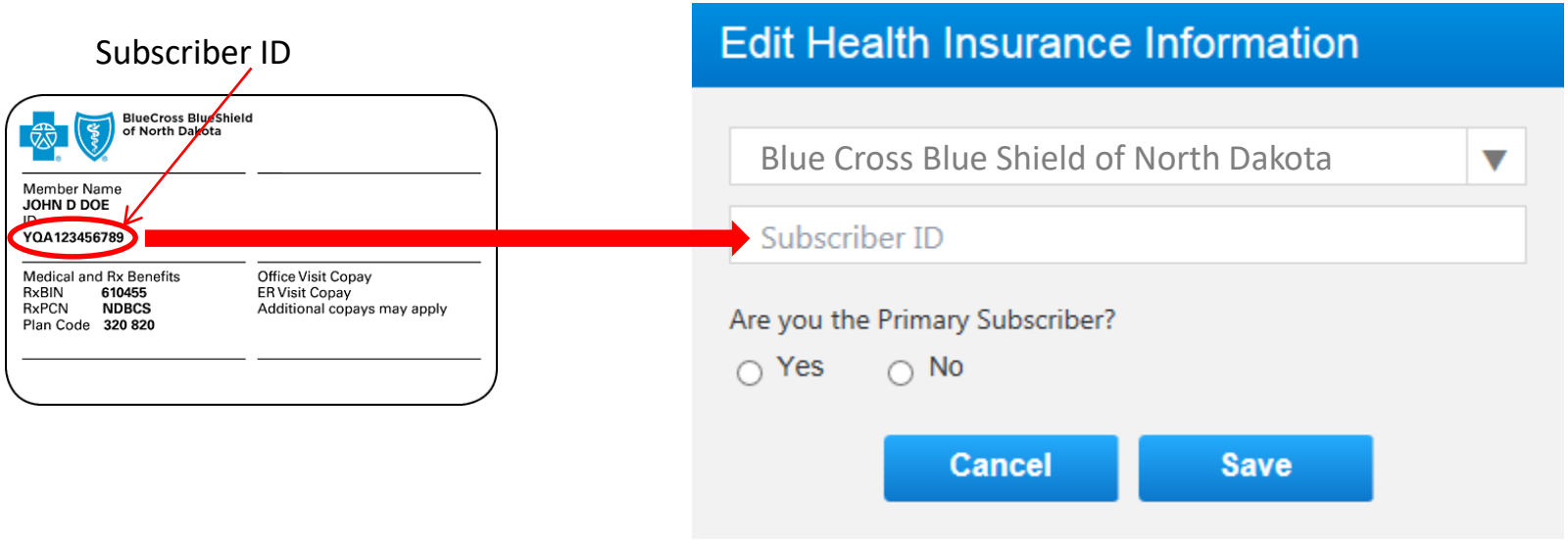
How to Enter Your Health Plan Information – Already have an account

Click on Edit



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

Find “Blue Cross Blue Shield of North Dakota”

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.