

Well360 Virtual Health FAQ

Get personalized care — when and where you want it.

GENERAL INFORMATION



What is Well360 Virtual Health?



Well360 Virtual Health allows you to meet with board-certified medical professionals via your phone, tablet, laptop, or any device with a front-facing camera. The program covers services like:

- **24/7 virtual urgent care for common, non-emergent medical issues.**
- **Scheduled behavioral health services like talk therapy and medication management.**
- **Additional services include primary care, dermatology, and specialized women's health services for ongoing health treatment.**

Eligibility for each service depends on a member's benefits.



How do I access Well360 Virtual Health?



Beginning in 2024, Well360 Virtual Health will be easily accessible and exclusively available through your member website and app.



How do I schedule and complete my appointment?



Once you've logged in to your member website or app from your device, go to **Get Care** and select **Well360 Virtual Health** to launch the platform — that's where you'll find all your eligible services. For some services, you may be able to browse available providers and schedule appointments at your convenience.

If you're looking for 24/7 urgent care or women's health medical care, a provider will be selected based on availability. You can complete a virtual dermatology visit by using our secure messaging service, which allows you to share your health history with a provider on your own time.

Once an appointment is scheduled, whether on-demand or in the future, Well360 Virtual Health will provide instructions on how to attend and complete your visit.



Can children use Well360 Virtual Health?



Yes, children can be seen and treated; however, there are age restrictions for certain services:

- **Urgent care visits or dermatology** — no age restriction.
 - **Virtual primary care** — patient must be age 12 or older and accompanied by a parent or guardian.
 - **Behavioral health therapy** — patient must be age 10 or older.
 - **Behavioral health psychiatry** — patient must be age 18 or older.
 - **Women's health** — patient must be age 10 or older for therapy and age 16 or older for lactation services and medical care.
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Who can I contact with questions about Well360 Virtual Health?



For urgent clinical support, call **866-883-7358** or email **virtualhealth.support@amwell.com** to contact the Well360 Virtual Health Customer Support team.

If you have questions about your benefits or if you're experiencing issues accessing Well360 Virtual Health, call the Highmark Member Service phone number on the back of your member ID card.



Can I still use Teladoc?



Teladoc visits are no longer covered by your plan. If you choose to continue using Teladoc outside of your health plan, you'll be responsible for the full cost of services out-of-pocket. You will also be required to create a new account at **Teladochealth.com**.

Services Covered



What are the most common reasons for using Well360 Virtual Health?



Some of the most common reasons for using Well360 Virtual Health include:

- **Urgent care** — For frequently seen illnesses and conditions like cough, sinus infection, sore throat, vomiting, diarrhea, fever, pinkeye, cold and flu, and headache. This service is a convenient alternative for urgent but nonemergency conditions.
- **Behavioral health** — For conditions like depression, anxiety, stress management, relationship challenges, and child behavior difficulties. Medication management is also available.
- **Primary care** — For both medical concerns and routine physical exams.
- **Dermatology** — Care for nearly 3,000 skin, hair, and nail conditions.
- **Women's health** — Specialized care for things like birth control, menopause, PMS, UTI, mastitis, rashes, endometriosis, vulvodynia, STIs and sexual health, postpartum, pregnancy, and lactation.



What provider specialties are available through Well360 Virtual Health?



Well360 Virtual Health offers a wide range of provider specialties:

- Internal medicine
- Pediatrics
- Family medicine
- Psychology
- Psychiatry



For serious or life-threatening emergency situations, what should I do?



Call 911 or go to your nearest emergency room.

About the Doctors



Do I have the option of choosing which Well360 Virtual Health provider I see?



For some eligible services, you can browse and select a Well360 Virtual Health provider from a network of licensed professionals available on the platform. If you're looking for 24/7 urgent care or women's health medical care, a provider will be selected based on availability.

You can complete a virtual dermatology visit by using our secure messaging service, which allows you to share your health information with a provider on your own time.

Eligibility for each service is dependent on a member's benefits.



How long is a visit? When are providers available?



Typical medical visits can range from five to 20 minutes. Mental health visits can range from 15 to 45 minutes. Providers are available on-demand, by appointment, or via secure messaging service, depending on the service you choose.



What is the difference between a therapist and a psychiatrist?



Members could see a psychiatrist for medication support and a therapist for talk therapy. Sometimes, the best form of treatment is a combination of both talk therapy and medication support.



Are the sessions recorded?



No, sessions are secure and HIPAA-compliant.



Will my primary care provider (PCP) be notified about my online visit?



You'll be asked if you want to share a copy of your after-visit summary with your PCP. If you choose to share your after-visit summary, we'll send it to your PCP electronically or via fax.

Cost of Services



How much do Well360 Virtual Health services cost?



The cost of each service varies depending on your coverage and plan design. Some plans may cover virtual visits at a similar cost to in-person visits, while others may require a copayment or fee. Please consult your plan benefits for details.



How do I pay for my appointment? Can I pay with my HSA or HRA credit card?



You will be prompted to enter your payment method upon scheduling your appointment, and payment will be processed prior to your appointment. You can pay with a method of your choosing, including a Health Savings Account (HSA) or Health Reimbursement Arrangement (HRA) credit card. If you don't have an HSA or HRA credit card, you can pay using a different credit card and request reimbursement through your HSA or HRA account.

Prescriptions



Can Well360 Virtual Health providers prescribe medications?



Yes. Well360 Virtual Health providers can prescribe a wide range of medications for infections, allergies, skin conditions, illnesses while traveling, or sports injuries. Well360 Virtual Health providers cannot prescribe narcotics or pain medications that have been designated as controlled substances.



How are medications prescribed and where can I get them?



Prior to your consultation, you'll be prompted to select a local pharmacy where your script will be sent. Providers use an e-prescription for prescribing medication, similar to most provider offices.



Can a doctor refill a prescription?



For services other than virtual primary care, the provider you see will discuss your health history and assess whether a refill is safe at that time, or whether it would be necessary to see your PCP in-person. The decision to provide a refill and the quantity is at the sole discretion of the provider.



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