

# Doctors Online

## FREQUENTLY ASKED QUESTIONS



### What is an online doctor visit?

It's a convenient way to address many common, non-emergency health issues. The Doctors Online mobile technology makes it possible to see a doctor, without leaving your home, office, or wherever you happen to be.

And now you can also visit with a therapist or psychiatrist when it's most convenient for you. Use Doctors Online to find a provider and schedule an appointment in the privacy of your home, or wherever is most suitable for you.

### When should I use Doctors Online?

Doctors Online is ideal for those times when seeing a doctor in-person simply isn't an option; for example:

- You can't fit it into your schedule
- Your doctor's office is closed or they can't fit you into their schedule
- You feel too sick to drive
- You have children at home and don't want to bring them along
- You're on a business trip and don't have access to your doctor

### What can Doctors Online treat effectively?

Doctors Online provides general health treatment or pediatric care for many common, non-emergency health issues, including:

- Cold and flu symptoms
- Allergies
- Bronchitis and other respiratory infections
- Skin irritations
- Sinus problems
- Therapists and psychiatrists can help care for anxiety, ADHD, depression, PTSD, and stress.

### Do I need to schedule an appointment?

No appointment is necessary for urgent care. When you log in to Doctors Online, a list of available doctors will appear on your screen. You can browse doctor profiles and then select who you want to see by clicking on the green "Connect" button. If no one is

available, you will be placed in a "waiting room" and notified by text message once a doctor is available.

### Are therapists and psychiatrists available?

**NEW** Doctors Online now offers therapy and psychiatric care as well. Therapy and psychiatry are available by appointment only. For therapy, call **(877) 410-5548**. For psychiatry, call **(855) 818-3627**. Or use the self-schedule feature within Doctors Online.

Therapists and psychiatrists are available during convenient times, often at night or on weekends, to help you cope with many life issues that may require professional attention. Once you and your therapist or psychiatrist have established a relationship, you can schedule ongoing sessions to continue treatment.



### Any further questions?

If you have questions about Doctors Online not addressed here, email the support team: [doctorsonline.support@americanwell.com](mailto:doctorsonline.support@americanwell.com), or call **(800) 345-1419**.

In the case of an emergency, you should always call **911** or **your local emergency services**. Doctors Online is not intended to replace these services and should not be used in those circumstances.



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[next page>](#)

## Can I trust the doctors featured on Doctors Online?

Clinical services on Doctors Online are provided by the Online Care Group, the nation's first and largest primary care group devoted to telehealth. Psychologists and licensed independent clinical social workers are part of Amwell Therapy Associates, which is associated with the Online Care Group.

Online Care Group doctors are:

- U.S. board-certified
- licensed to practice in their state
- listed with an online profile that includes their education and practice experience

## What is the cost and when do I have to pay?

Your member benefits, including any copays, are determined by your specific health plan. You should refer to your benefit booklet, evidence of coverage, or subscriber agreement for applicable Doctors Online services benefits/coverage.

Applicable costs must be paid by you at the time of the virtual visit and will apply toward your deductible and out-of-pocket maximum. You can use a credit card, debit card, or, if you have one, a health savings account debit card to pay.

## Who can use Doctors Online?

Most Blue Cross & Blue Shield of Rhode Island plans include coverage for Doctors Online. Please refer to your benefit booklet, evidence of coverage, or subscriber agreement, or contact our customer service for benefits and coverage information.

## How do I sign up for Doctors Online?

### It's easy!

- Search "Drs. Online" from the App Store or Google Play\*, or visit [drs-online.com](https://www.drs-online.com)
- Have your BCBSRI member ID information handy
- Provide your contact information
- Set up your username and password
- Then, use this login information for both the desktop and mobile versions of Doctors Online

## How do I add my spouse to Doctors Online?

Your spouse must create a separate account to enroll.

## How do I add a child to my account?

Parents and guardians can add their children who are under age 16 to their account, and have doctor visits on their behalf. First, enroll yourself and then add your child or dependent to your account. If you have a child over the age of 16 still on your health insurance, they should enroll and create their own separate account.

## Is my online doctor visit secure?

It is critically important to Doctors Online to maintain patient privacy and keep information secure. Doctors Online makes every reasonable effort to protect your information and keep it secure. For more information about Doctors Online's privacy protections, please visit [americanwell.com/privacy-policy](https://americanwell.com/privacy-policy).

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Blue Cross & Blue Shield of Rhode Island is an independent licensee of the Blue Cross and Blue Shield Association. Doctors Online is a telemedicine service provided by American Well®, an independent company that administers Doctors Online on behalf of Blue Cross & Blue Shield of Rhode Island.