

# Medical advice in the comfort of your home

*Sick on a weekend? Trying to get help with a pesky rash between work appointments? Worried about a feverish baby in the middle of the night? Effective January 1, 2017, advice from a leading doctor is as close as your computer, tablet or smart phone. Blue Cross and Blue Shield of Vermont (BCBSVT) now partners with American Well (Amwell), a nationally acclaimed telemedicine vendor, to provide you with services 24/7, wherever you are.*



If you need a general consultation for a health problem, follow these steps to connect with Amwell:

- Grab your BCBSVT ID card and have a medical history nearby, as you'll need certain information in order to use Amwell.
- Search for and download the Amwell app from the Apple App Store (if you have an Apple Device) or from the Google Play Store (if you have an Android device)
- Install the app—you open the app by finding an icon on your device that looks like a heart with a checkmark in it.
- Open the app and register for your virtual visit in order to access benefits through your health plan (self-pay options are also available through Amwell). Select BCBSVT from the drop-down menu in the health plan field when prompted.

- Select "Medical" when prompted to choose the type of service you want. (While Amwell offers mental health and substance abuse services, BCBSVT does not currently contract with the company for that type of service.)
- Next, you'll see a list of doctors available to you. Select the doctor you'd like to see. (Please note that while the doctors might be located anywhere, the ones available to you will be licensed in the state of Vermont.)
- You will next need to answer some questions about the problem for which you're seeking care and some general information about your health status and history.
- That's it! You'll next watch a short Amwell welcome video and go to the virtual "waiting room" for your provider.
- If you can't wait, you can also schedule an appointment for a time that is convenient for you.

The online app will contain many features to make your visit more effective. Find icons for the following on the bottom of your screen:

- Adjust your settings
- Take photos and send them to your doctor.
- Adjust the volume or mute the microphone on your device.

Amwell doctors are also available by phone at 1-844-733-3627. Please note, however, that by state law in Vermont (and most other states), doctors may not write prescriptions to patients with whom they consult by phone. More services will be available to you if you meet with a doctor by video using the convenient Amwell app.



**We'll see you through.**

[www.bcbsvt.com](http://www.bcbsvt.com)



**BlueCross BlueShield of Vermont**

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