



See a Doctor Now with HAP's Telehealth Services

Getting health care online has never been easier.

HAP has partnered with American Well® to bring you telehealth services.¹ Doctors are now available 24/7 for live, online visits.

Doctors are always available

Not feeling well? Is your doctor's office closed? Too sick to leave home?

Now you can see a doctor using your mobile phone, tablet or computer. Here are the benefits of using telehealth services:

- Affordable, easy and convenient
- Doctors are licensed and board certified
- No appointment, short wait
- 24/7 access
- Online visits are secure

Frequently asked questions

What can doctors treat?

You can get treatment for nonemergency illnesses. See doctors for conditions such as:

- Colds
- Flu
- Headache
- Sprains and strains
- Rashes and sinus infections
- Pink eye
- Other minor conditions

Using telehealth services for treatment of nonemergency illnesses can save you money compared to visiting the emergency room or urgent care.

Can medicines be prescribed?

If it's medically necessary, doctors can even prescribe certain medications.²

¹Telehealth services are not available to HAP Medicare Advantage members, Alliance Medicare Supplement members or HAP Midwest Health Plan Medicare and Medicaid members at this time.

²Based on current regulations.

What will I pay?

The cost to see a doctor is included in your HAP plan benefits.

Can I use telehealth services when I'm traveling?

Telehealth services are great when you're on the road for vacation or work. It's available in most states – but not all. For a full list of where you can reach a doctor online, visit info.americanwell.com/where-can-i-see-a-doctor-online.

Will information from my telehealth visit be shared with my PCP?

American Well won't send anything to your PCP. However, you'll receive a summary of your visit for your personal records, which can be shared with your PCP.

How do I give my spouse access to telehealth?

Your spouse should create a separate account to enroll.

How do I add a dependent to my account?

Parents and guardians can add children who are under age 18 to their account and have doctor visits on their behalf. Enroll yourself first and then add your child or dependent to your account.

What should I do if I have a child over 18 who is still on my health insurance?

They should enroll as an adult and create their own separate account.

Who should I contact if I need help setting up my account or have any questions?

If you have any other questions, please contact the American Well support team at **(855) 818-DOCS (3627)** or support@americanwell.com.

How do I sign up?

It's free to enroll. Follow these easy steps:



Desktop users:

1. Visit **hap.amwell.com**.
2. Enter your information and click *Sign Up*.
3. When prompted, you must use the following service key: **HAPMi**.



Mobile users:

1. Search Apple's iTunes or Google's Play app store for Amwell and download the app.
2. Enter your information and click *Sign Up*.
3. When prompted, you must use the following service key: **HAPMi**.

Note: When you sign up, you'll review and verify all your health insurance information. Click Yes for the primary subscriber question, even if you're a dependent on the plan.

You can also access American Well once you're logged in to your **hap.org** account.

HAP and its subsidiaries do not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations.

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