

# VIRTUAL VISIT FAQ

This FAQ can help employers answer questions from employees about their virtual visit benefit through Doctor On Demand™.<sup>1</sup>

## ABOUT DOCTOR ON DEMAND

### Q1. Which Doctor On Demand services does Wellmark cover?

Wellmark covers medical care, including urgent care and pediatrics. Some self-funded groups also choose to cover mental health services. Doctor On Demand offers lactation services, but this service is not a covered benefit at this time.

Doctor On Demand physicians have either doctor of medicine (MD) or doctor of osteopathic medicine (DO) degrees and are licensed to practice by their state's governing body. The following are examples of conditions that are ideal for using a virtual visit consultation:

- Cold and flu
- Bronchitis and sinus infections
- Urinary tract infections
- Sore throats
- Allergies
- Fever
- Headache
- Pink eye
- Skin condition
- Other conditions such as mental health (if covered by your group health plan)\*

\* Mental health treatment cost share is subject to group plan coverage. For plans that include benefits for mental health treatment, Doctor On Demand benefits may include treatment for certain psychological conditions, emotional issues and chemical dependency. For group plans without mental health treatment services, you may be able to access the services but will pay full cost. For more information, call Wellmark at the number on your ID card.

### Q2: How quickly can employees connect with a doctor?

The average wait time for a Doctor On Demand virtual visit is less than five minutes. The average session time is 10 minutes.

### Q3: Can a member schedule a Doctor On Demand call in advance?

Yes. Members can request a Doctor On Demand urgent care or pediatric appointment. The physician calls them at the preferred time. All Doctor On Demand mental health visits are scheduled.

### Q4: How can members contact Doctor On Demand for support or customer service?

Doctor On Demand customer support is available 24/7 to help with:

- Questions about a visit
- Technical support
- Prescriptions
- Billing
- Eligibility
- Records, forms and receipts

Email: [support@doctorondemand.com](mailto:support@doctorondemand.com)

Phone: 1-800-997-6196

<sup>1</sup> Members with a plan on the Wellmark Synergy HMO Network have access to UleCare®, an online medical service operated by University of Iowa Health System.

**Q5: Are virtual visit services available in all 50 states?**

Yes. Doctor on Demand is available in all states.

**Q6: Can a member get a doctor's note if requested by the employer?**

Yes. The member needs to ask the provider when they are on the call, or the member must call or email the Doctor On Demand 24/7 customer service line to request a note. A downloadable note will be uploaded to the member's Doctor On Demand account, and an email notification will be sent to the member.

**TECHNOLOGY**

**Q7: How do members access the service?**

It's easy. Just tell your employees to follow these steps.

- Download the Doctor On Demand app or visit DoctorOnDemand.com.
- Have your Wellmark member ID card ready. Enter your Wellmark ID number, including the three character prefix and five-digit group number.
- Create an account or sign in.

Upon creating an account, members enter basic personal information and have the option to select a preferred pharmacy where prescribed medications will be filled.

**Q8: What are the digital requirements for using the Doctor On Demand app or website?**

The Doctor On Demand app is compatible with iOS and Android operating systems. The Doctor On Demand website is compatible with all web browsers except Internet Explorer.

**Q9: How do members pay for services?**

Doctor On Demand accepts major credit cards and health savings account (HSA) or flexible spending account (FSA) payments, as long as the card has a VISA or MasterCard logo. At this time, no other payment methods are accepted.

To request a receipt, the member should contact Doctor on Demand customer service at 800-997-6196 or [support@doctorondemand.com](mailto:support@doctorondemand.com). After the receipt has been uploaded to the member's account, he or she will be notified via email that the receipt is available for download.

**TREATMENT**

**Q10: Can members get a prescription written during a Doctor On Demand virtual visit?**

Yes. Doctor On Demand physicians prescribe medicines as appropriate, including:

- Short-term medications
- Antibiotics
- Antivirals
- Allergy medicine
- Skin creams and ointments
- Refills for diabetes, hypertension, birth control, etc.
- Over-the-counter medications

For details about your prescription drug coverage, log into myWellmark. Doctor On Demand physicians do not prescribe Schedule I-IV DEA Controlled Substances and may elect not to treat or prescribe other medications based on what is clinically appropriate.

**Q11: If a prescription is needed, where is it sent?**

Doctor On Demand providers send prescriptions to the member's pharmacy of choice. Members should check their benefits through myWellmark to ensure the medication prescribed is on the formulary and allowed at the correct tier.

**Q12: The Doctor On Demand application shows pregnancy and newborns as a specific virtual visit option. Even though these services are not covered by Wellmark, can a member still use them?**

Yes. Members can use the services but will be responsible for paying the full cost.

**Q13: Are there patient age limitations?**

No. Patients under 18 can receive services under a parent's account.

**Q14: Does Wellmark cover psychology visits and psychiatry visits?**

Psychology visits are covered for all groups except self-funded employers who may opt out of the mental health benefit. Members who do not have this benefit will be responsible for the full cost. Doctor On Demand offers psychiatric services, but they are not covered by Wellmark. The member will be responsible for the full cost. Psychology is talk therapy only. Psychiatry may combine talk therapy with the use of prescription drugs.

Wellmark complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas se encuentran disponibles gratuitamente para usted. Comuníquese al 800-524-9242 o al (TTY: 888-781-4262).

注意：如果您说普通话，我们可免费为您提供语言协助服务。请拨打 800-524-9242 或（听障专线：888-781-4262）。

ACHTUNG: Wenn Sie deutsch sprechen, stehen Ihnen kostenlose sprachliche Assistenzdienste zur Verfügung. Rufnummer: 800-524-9242 oder (TTY: 888-781-4262).



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Wellmark's virtual health care visit benefit is made available through an independent company, Doctor On Demand, Inc., and the telemedicine services are provided by licensed physicians practicing within a group of independently owned professional practices. Doctor On Demand, Inc. does not itself provide any physician, mental health or other healthcare provider services. Doctor On Demand operates subject to state laws. Doctor On Demand is not intended to replace an annual, in-person visit with a primary care physician.

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