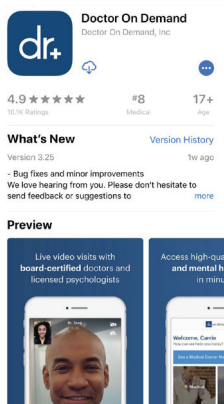


DOCTOR ON DEMAND® USER GUIDE

With Doctor On Demand, State of Iowa employees get video visits with a board-certified physician on your smartphone, tablet or computer. Use this guide to get you and your covered family members started.



BEFORE YOU BEGIN: IMPORTANT THINGS TO KNOW

1. There are two ways to register for Doctor On Demand. You can use either ...

+ **The free Doctor On Demand app.**

Go to the App Store® or Google Play™ to download the app to your family's smartphones and tablets.

+ **Your home computer.**

Use Google Chrome™ or Firefox™ and go to DoctorOnDemand.com.

2. You'll need your insurance card, so be sure to have your Wellmark® Blue Cross® and Blue Shield® ID handy when you register. You only need to enter your insurance information once.

3. With your account, you can get care for yourself and your kids under age 18. Covered spouses and dependent children age 18 and over will need to register for their own account.

HOW TO REGISTER FOR DOCTOR ON DEMAND

Access Doctor On Demand.

Either open the Doctor On Demand app or go to DoctorOnDemand.com.

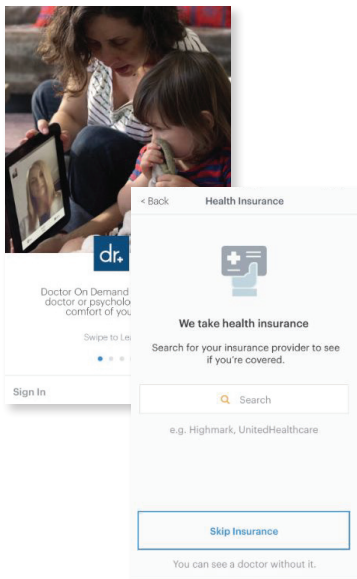
Follow the prompts to register.

You'll be asked to create a password and enter some basic information like your name, birthdate and email address.

Enter your insurance information.

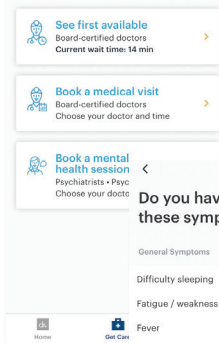
You'll be asked for the name of your insurance provider (Wellmark Blue Cross and Blue Shield), plus your full member ID and group ID numbers. You'll find these on your Wellmark ID card.

If you register but want to enter your insurance information at a later time: When you're ready, sign back in to your account, select the gear icon in the upper-right-hand corner of the screen, select *Insurance* and then select *Add Insurance*. Enter the information as described above.



HOW TO SEE A PROVIDER

Choose a video visit that is right for you



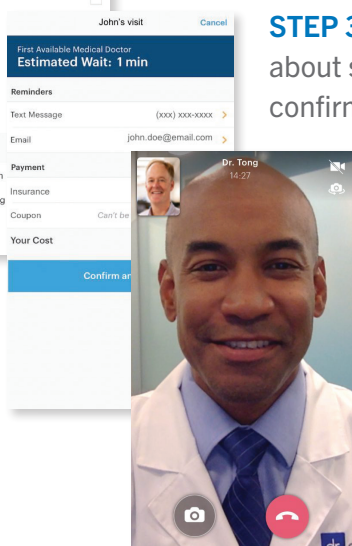
STEP 1: Access Doctor On Demand. Log in using the Doctor On Demand app. After you log in, select *Get Care* at the bottom of the screen. You can also use your home computer for a video visit if it's equipped with a camera. To log in with your home computer, go to [DoctorOnDemand.com](https://www.doctorondemand.com).

Do you have any of these symptoms?

General Symptoms
Difficulty sleeping
Fatigue / weakness
Fever
Loss of appetite
Mood changes
Night sweats
Weight loss / gain
Head / Neck
Congestion/sinus problem
Difficulty / pain swallowing
Ear drainage
Ear pain

STEP 2: Select your care. You can either see the first available medical doctor or schedule an appointment with a medical doctor or mental health care provider.

STEP 3: Follow the prompts. You will be asked to provide details about symptoms, to select your preferred pharmacy and to confirm your appointment.



- + If you are scheduling a future medical or mental health visit, you will be provided with options for dates and appointment times that work for you. You will receive a reminder message before your scheduled appointment.
- + If you are scheduling a mental health visit, you can choose to read about Doctor On Demand's mental health providers and make an appointment with one you feel is right for you. Or, Doctor On Demand can select a provider for you. Before your first appointment, you may be asked to take a short online assessment so the doctor can be better prepared for your visit.

QUESTIONS?

Doctor On Demand's Member Support Team is available to help 24 hours a day. For immediate assistance, call 1-800-997-6196. You can also email the team at support@doctorondemand.com.



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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