



AMWELL

Telehealth for Health Plans

Quality, cost-effective care. Anytime, anywhere.

What We Offer

Here's why Amwell is the telehealth provider of choice for health plans and employers .



24/7 On-demand Visits

Unlike other phone-based call-back telehealth providers, doctors on Amwell are standing by, 24/7 for live, immediate video visits. Amwell is a sophisticated platform that manages provider availability, member eligibility and regulatory compliance, yet is the easiest app to use.



Mobile, Web, Kiosk and Phone

Amwell uses best-in-class technology to let consumers connect with doctors for live video visits via iOS and Android mobile apps, computer, and proprietary health kiosk. Telephone visits, secure message and text chat are also included.



Marketing & Sales Support

Health plans that offer Amwell receive free access to consumer marketing materials to drive awareness, engagement and utilization. And you can buy a support package to make these materials your own. Amwell's employee marketing program has been shown to produce ROI in as little as one month and 400% lift in utilization.



Custom Practices

Health plans can choose to create branded experiences for members, and can even offer employers their own custom practices on Amwell. Practices include specific branding, services, providers and pricing.



Systems Integration

Amwell standard integrations with an EDI clearinghouse SureScripts (Level 3), TransFirst (payment processing), Apple Health app (biometric data), and others. Custom integrations (e.g., gaps-in-care systems) can also be done via APIs.



Employer Reporting

Employers love to know what they're getting from their telehealth offering. Custom practice reporting on Amwell includes monthly reports so your employers can see utilization trends and the impact on cost and times savings.

How to Get Started

Amwell makes telehealth easy. Get up and running in three easy steps.

1. Add Online Care Group to your network

Online Care Group is the first-of-its-kind national medical practice dedicated to telehealth, and exclusively provides clinical services to American Well and its partners.

Sign a Provider Agreement and Delegated Credentialing Agreement with the Online Care Group. Most of our health plan partners find it the easiest way to get started.

2. Plug into our EDI clearinghouse for eligibility and claims

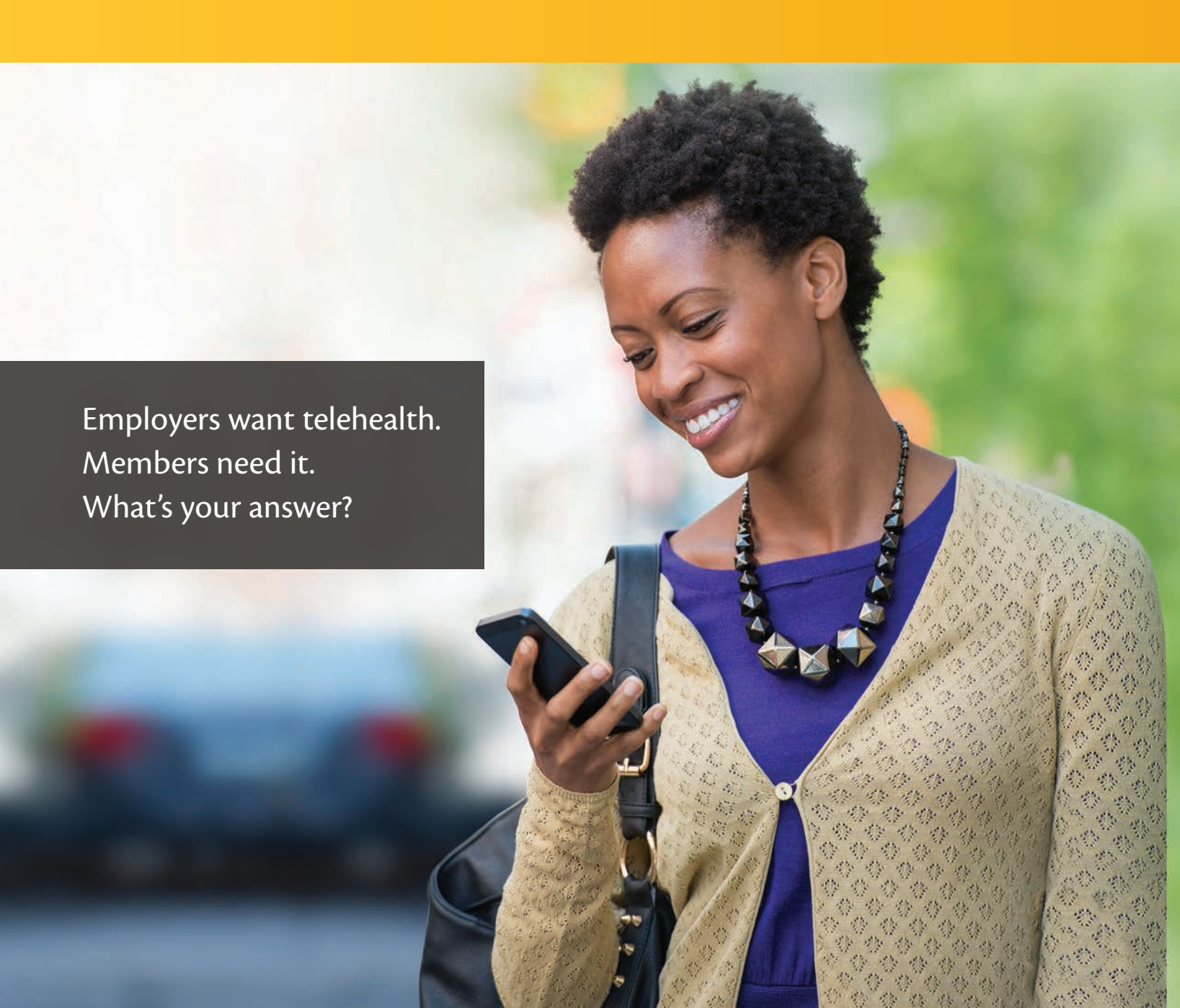
Amwell conducts real-time 270/271 eligibility verification submits 835/837 claims via an EDI exchange.

Your claims team will complete a simple configuration form and your Amwell account team tests connections. The exchange transmits the claim into a CPT code that your plan can process. Amwell can work with the CPT code of your choice, but we recommend using 99444 for telehealth, or 99202 for primary care.

3. Rally your sales team

Get your sales and account management teams going in days with Amwell's Employer Sales solution. It consists of ready-made materials to sell telehealth into your existing accounts and win new prospects. Sales materials include:

- Sales presentation, demo notes and videos
- Template RFP response
- Optional on-site or remote sales training
- Optional employer engagement package



Employers want telehealth.
Members need it.
What's your answer?

The healthcare industry is undergoing unprecedented change. At the core are three critical demands: improve access; enhance quality; and reduce costs. Employers know that telehealth can help address these challenges and want to work with health plans that offer innovative solutions.

American Well is the telehealth partner of choice for health plans. Through our partner health plans and direct relationships, we work with more than 600 large employers across the country. Our turn key telehealth service, Amwell, makes it easy to get up-and-running with telehealth in virtually no time, and includes the support to make it successful.

What you need to know about Amwell:

- #1 medical app in iTunes and Google Play
- On-demand, staff clinicians 24/7/365 in 46 states
- 2-minute average wait time
- Compliant with state and federal medical board regulations and telemedicine guidelines
- Support for health plan sales teams to market telehealth to employers
- Consumer marketing support to drive awareness and use