



# myVisitNow<sup>SM</sup> from MVP Health Care<sup>®</sup>

## has you covered with 24/7 online doctor visits!



With **myVisitNow**, you can access health care professionals—including MDs, behavioral health specialists, dietitians, and lactation consultants—through a mobile device or computer and web cam from your home, or nearly anywhere in the U.S.

### Getting started is easy.

**Go to myvisitnow.com** and download the free **myVisitNow mobile app** from the App Store<sup>SM</sup> or Google Play<sup>TM</sup>.

**Create an account.** Provide basic demographic information and your MVP Member ID; be sure to have your MVP Member ID card handy.

**Start a visit.** Once logged in, choose a service and select a provider.



You can choose the next available provider (fastest option!) or you can choose a specific provider for the visit and wait for them to become available. To help you select the doctor that's right for you, **myVisitNow** allows you to view provider profiles to see things like their years of experience, and even what languages the provider speaks.

**Provide payment information.** Prior to your visit, you'll be presented with the cost. You will be charged the appropriate co-pay amount depending on the type of visit. Simply provide your credit card information and authorize the payment.

For **Ellis Medicine MVP members**, the cost for a **myVisitNow** visit will be the same as a sick visit to your MVP Primary Care Physician (PCP). For example, if your MVP PCP co-pay is \$30, you will pay \$30 per **myVisitNow** visit.

Lactation Consultations will be available at no cost.

**See a provider.** Within minutes, you'll be face-to-face with a health care professional. Your visit may last less than 10 minutes, or up to 45 minutes; whatever level of care is appropriate for your needs.

**Receive a visit summary.** After your session, the provider can send you a summary of your visit, including what was discussed, a diagnosis, and treatment recommendations (including any necessary prescriptions). You can share this with your own PCP so they are kept informed of your health history.

**Look for your Explanation of Benefits (EOB).** After your visit, a claim will be generated and sent to MVP for processing. Once the claim has been processed, you will receive an EOB.\*

Remember, **myVisitNow** is not meant to replace preventive visits to your PCP.



### Trouble logging in or program questions?

Call **myVisitNow** Support at **1-855-666-9557**



### Billing or claims questions?

Call the MVP Customer Care Center phone number on the back of your MVP Member ID card.

\*If applicable.

**myVisitNow** from MVP Health Care is powered by American Well. Regulatory restrictions may apply.

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