NowClinic® Online Care: Frequently Asked Questions

What is NowClinic® online care?
NowClinic online care is a service that provides people with anytime, anywhere access to physicians via a computer with Internet access or by phone. You can speak with a provider over the phone, use secure live chat, and even see each other if you have a webcam. No appointment is necessary.

How does NowClinic® online care work?
With NowClinic online care, all you need is a computer with Internet access or telephone to access care. How it works:
1. Go online to www.myNowClinic.com/ge.
2. Click on “Register Me,” and create an account.
3. Converse like you would in an exam room via webcam or secure online chat or telephone.

The provider will be able to answer your questions and write prescriptions, if he or she feels it is clinically appropriate and is permitted by state regulations. When the session is over, you can share the visit notes with other providers (for example, your primary care provider) as appropriate. A complete record of each visit is kept for you, so you can go back and access it at a later time.

What are the technical requirements for operating NowClinic®?
To learn about what you need to operate NowClinic, visit http://www.mynowclinic.com/system_requirements. Please note, NowClinic online care requires Internet Explorer version 7 and higher, Firefox version 3 or higher, Chrome 4.1 or higher, or Safari version 4.0 or higher.

Where is NowClinic® available?
NowClinic online care is new and is not available in every state just yet. For employees with medical insurance from General Electric (including Aetna, Blue Cross Blue Shield of Alabama, CDPHP, and UnitedHealthcare), the system is available in multiple states. Visit http://www.mynowclinic.com/patient/locations to learn where.

When is NowClinic® online care available?
NowClinic online care is available 24 hours a day, seven days a week. Before you connect with a provider live, you will be placed in an online waiting room. You can expect to wait from 5-10 min for the provider to review and accept the consultation.
Who are the providers who offer NowClinic® online care?
All providers are family practice doctors, able to treat a wide range of patients. Additional providers, such as internists, pediatricians, and nurses, may be available in the future. All providers are licensed in the state for which they practice, credentialed and are specifically trained to deliver NowClinic services.

What can I use NowClinic® for?
NowClinic online care may be able to help with:
- Allergies
- Bladder infection
- Bronchitis
- Cough/Cold
- Diarrhea
- Fever
- Nausea
- Pink eye
- Rash
- Seasonal flu
- Sinus infection
- Sore throat
- Viral illnesses

When you receive care via NowClinic, treatment may include a self-care plan, guidance on next steps to follow, diagnosis, and/or medication/prescription (as appropriate).

In addition to times when you’re unable to see your primary physician, or on nights and weekends, NowClinic might also be appropriate when you have questions about preventive care and/or age- and gender-appropriate screenings. NowClinic might also be appropriate for follow-up appointments, such as reviewing lab results or answering questions about care.

How much does it cost to use NowClinic® online care?
The standard ten-minute medical session costs $40, and the cost is the same whether online or by phone, regardless of the time or day of the week. Most NowClinic visits are completed within the standard ten minute session, but the consult can be extended by the provider for no additional cost, if necessary. For employees with medical insurance from GE (including Aetna, Blue Cross Blue Shield of Alabama, CDPHP, and, UnitedHealthcare), NowClinic® is a covered benefit. Insurance coverage is determined by your specific medical plan benefits.
**Does NowClinic® online care accept my insurance?**
NowClinic online care is covered at the in network benefit level and accepted by GE medical plans if your administrator is UnitedHealthcare, Aetna, BlueCross BlueShield of Alabama or CDPHP.

**How do I pay for a NowClinic® online care visit?**
You can pay for your NowClinic visit with any major credit card. Your payment information is required before you can proceed with your visit, but your card will not be charged until your consult is completed. The amount you’re charged will be the exact amount you will owe based on your current benefit situation, so may be less than $40. See the following FAQ for more information.

**Does NowClinic take into consideration my current benefit phase such as deductible, coinsurance or out of pocket maximum when charging me for my visit?**
Yes. Payment amount will depend upon your current benefit situation. After you enter your insurance information, NowClinic will electronically contact your medical plan administrator to determine eligibility and calculate payment amount based on where you are in your deductible, coinsurance and/or out of pocket amounts.

For example:
- If you are in your deductible phase you will be charged $40 for your visit, up to the amount you have left in your deductible.
- Once in your coinsurance phase, you will be responsible for 20% of the cost. If fully in your coinsurance phase, you’ll you will be charged $8 for your visit, up to the amount you have left to meet your out of pocket maximum
- If you have reached your out of pocket maximum you would not owe anything for the visit.

**Will NowClinic bill my insurance company?**
Yes. Following your visit, Nowclinic will submit your claim electronically to your medical plan administrator. Your medical plan administrator will process your claim at the in network level.

**What is a secure email message from a doctor I’ve seen at NowClinic®?**
Secure email messages are a way for NowClinic providers to communicate with patients. The emails are housed in the NowClinic system, which means that the message can contain personal health information and is stored in a safe, protected environment. The emails are hosted in the system and your email history will be there for your reference anytime.

**I’ve registered for myself and my children, how do I register for my spouse?**
Because this is a medical service involving personal health information, each person over the age of 18 (including dependents over the age of 18) must have a separate account.

myNowClinic.com/ge
If a doctor is located in a different state than I am located, can I talk to that doctor?
Yes, you can speak with that doctor. Any provider that shows as "available" in the state where you are located is licensed to provide care in that state.

If you are traveling and need to change your state, please follow these instructions:
- Login to your mynowclinic.com/ge account.
- On the right side of the screen, you will see a "My Location" indicator. Click on the state name and it will open a drop-down menu that will allow you to select your current state. Click the Save button. Your home page will populate with the providers that are available in the state that you’ve selected.

What languages are offered on NowClinic®?
At this time, only English is available.

What is the difference between NowClinic® online care and other online care services?
NowClinic online care is staffed with licensed, credentialed physicians. Unlike an e-visit where the patient emails a provider and then waits for a response, NowClinic online care offers real-time care over the web or phone. Plus, NowClinic maintains a complete medical record for all online sessions, so you can store records and share them with other providers.

Why are you offering NowClinic® online care?
Access to care is an important issue for Americans and consumers are showing an increasing desire to get convenient care anytime – not just during the 40 hours a week when their typical primary care clinic is open. NowClinic online care is designed to meet that demand and allow you to take charge of your health. With NowClinic, you can speak with a provider of your choice who understands your needs and is able to provide care anytime from anywhere. NowClinic also extends care access to patients in rural areas as well as those who are home bound and can’t get in to see a provider. In addition, as consumers are asked to assume a greater share of the cost for care, NowClinic offers a convenient, affordable alternative where cost is completely transparent.
How do I find the right provider for me?
You may choose a provider from the selection of those who are online and available. You may search for a particular provider by name, or you can enter specific search criteria. Providers are available 24 hours a day, seven days a week, and 365 days a year on NowClinic in states where it is operational (see availability map - http://www.mynowclinic.com/patient/locations). Workforce management processes are in place to ensure that there is always a provider on the system in active states. Recent statistics show (but do not guarantee) that wait times are typically around 10 minutes or under. If you do not see a provider in an active state, please call Customer Service at 1-877-550-1515.

How many doctors are typically available during non-standard business hours?
Our system monitors volume and doctor availability. Doctors cover NowClinic accordingly. There are times when a patient may see several doctors available, or see only one or two.

Are the doctors more or less considered a part of a call center?
No. Doctors on NowClinic are online at defined times. They can be located at their clinic, home, or office during this time. They are not part of a call center and have patients they see face-to-face at their clinics on a regular basis.

Can a provider prescribe medication as part of a NowClinic® online care visit?
Yes. If the doctor on NowClinic believes medication is warranted, he or she can write a prescription for non-narcotic medications (i.e. no controlled substances), which can be sent directly to your preferred pharmacy. Please note, some state laws require that a provider can only prescribe medication in certain situations and subject to certain limitations. State regulations may prohibit prescribing medication online or via telephone. Please consult the NowClinic web site for applicable state regulations at http://www.mynowclinic.com/patient/locations/

Will I have a record of my NowClinic® online care visit?
Yes, NowClinic maintains a complete record of your online visit, which is available to you for review at a later time. You can also share your visit record with anyone you wish to, such as your primary care provider.

How does NowClinic® online care work over the phone?
You need access to a computer to set up your user ID and password. Once your user ID and password have been established, you simply call 1-877-550-1515 to access care. Once a provider has been selected, you will be placed in an online waiting room. You can expect to wait from 5-10 min for the provider to review and accept the consultation via phone. Please note that video may be required for prescriptions.
Can I access NowClinic® via mobile applications?
Yes. NowClinic is available on mobile phones and tablets. To access providers using your NowClinic mobile account, download NowClinic from the iTunes App Store (Apple devices) or Google Play (Android devices). Search for “NowClinic” and download the orange-colored NowClinic app.

How do I set up the mobile app?

Follow the instructions below to set up your NowClinic mobile app:

- Download and open the NowClinic app.
- If you have not enrolled on the web:
  - Choose Sign up
  - Complete the About You section
- If you have previously enrolled on the web:
  - Choose Login
  - Login in with the same email and password as your web account
- If you have previously used the mobile app with a 6-digit passcode:
  - Enter your 6-digit passcode
  - The app will explain that a new login process is available
  - Enter your email address. The email address should be the same one that you used for the setup of your web account.
  - The app will ask you to choose a new password. We recommend using the same password that you use for your web account.

Can I use NowClinic® online care when I am traveling?
You may use NowClinic if you are traveling to a state where NowClinic online care is available. Please visit the web site to confirm where care is available: http://www.mynowclinic.com/patient/locations/

If you are traveling and need to change your state, please follow these instructions:

- Login to your mynowclinic.com/ge account.
- On the right side of the screen, you will see a “My Location” indicator. Click on the state name and it will open a drop-down menu that will allow you to select your current state. Click the Save button. Your home page will populate with the providers that are available in the state that you’ve selected.

Do providers have access to my health information?
If you have provided your health history or other health information into the NowClinic system, you can make this information available to the attending provider.
Having access to health information is important to providers and helps them provide timely, informed care. When you allow your provider to view your health information, he or she can provide more informed medical advice tailored to your specific health needs.

**How does NowClinic® online care protect the privacy of my health information?**
We take privacy issues very seriously. As with an in-person office visit, each NowClinic visit is in full compliance with the privacy and security protection afforded to you under the Health Insurance Portability and Accountability Act (HIPAA).

**I’m having trouble with my account or registering. What should I do?**
If you are experiencing any trouble, please give us a call or send us an email so we can help with your specific issues. Consumer Customer Support contact information is: 877-270-7516 or nowclinicconsumersupport@customerelation.com

**For members in select states, behavioral health services may also be available via NowClinic **

**Why would I see a therapist or psychiatrist online?**
One in four Americans is affected by emotional distress at some time in life, but only one in eight seeks care. From chronic concerns such as depression and anxiety, to recent stress caused by events such as grief, divorce, parenthood, or other major life change, online behavioral health services allow for reliable and convenient therapy visits with licensed and highly trained therapists and physicians.

Here are a few reasons people go online to see a therapist or a psychiatrist:
- You feel like you should probably see a therapist, but can’t really fit it into your over-booked schedule.
- You just need someone to talk to.
- There aren’t many therapists in your area.
- You need help managing psychiatric medications (psychiatry only)
- You disagree with your doctor’s treatment plan and want a 2nd diagnosis (psychiatry only)

Our team of psychiatrists specifically focuses on supporting your behavioral health medication management needs.

**What conditions do our therapists and psychiatrists treat?**
Here are some examples of what our therapists and psychiatrists can help with
- Anxiety
- ADHD/ADD
- Depression
- OCD
- Trauma/PTSD

myNowClinic.com/ge
• Couples Therapy
• Panic Attacks
• Sleep Disorders
• Bipolar Disorder*
• Cognitive Disorder*
• Insomnia*
• Psychosis*
• Substance Abuse*

*Psychiatry focus

**What if I have an existing provider relationship?**
You have the option to share the session notes with your primary care provider or other healthcare professional. You will be asked if you want a copy of your after-visit summary to be shared with your primary care provider. If you choose to share your after-visit summary, NowClinic will fax or electronically transmit your after-visit summary. You can also print the notes and save them for your own file or share with other healthcare professionals. You may also decide not to share this information. The choice is yours.

**If I've never had a behavioral health visit, where should I start?**
Our Therapy – Counseling Services practice is the best place for you to start if you've never had any type of behavioral health consultations in the past.

myNowClinic.com/ge