

Bon Secours 24/7

Co-pays Are **Just \$5** for Those Covered by a Bon Secours Health Plan!



Getting fast, convenient care from anywhere with an internet connection is easy with Bon Secours 24/7™. And, if you are covered by a Bon Secours Medical Plan, your co-pay for real-time virtual health visits is just \$5!

Getting Started Is Easy:



Download the Bon Secours 24/7™ app from Google Play or the Apple App Store and install on your smartphone, tablet, or computer.



Create your account anytime and complete the enrollment process through the app or at BonSecours247.org (see back for more details).



See a trusted provider in minutes!



What to Expect During a Virtual Visit:

With Bon Secours 24/7™, you can get a fast, accurate diagnosis and treatment plan anytime day or night from the comfort of your own home. Just log in using the app or at BonSecours247.org, choose who the visit is for, and answer a few questions about your symptoms or your child's. You will then be asked to choose a provider, and be connected to the board-certified physician, licensed physician assistant, or certified nurse practitioner of your choice using secure two-way video technology, usually within a matter of minutes. During your virtual visit, your medical provider will:

- Diagnose your symptoms and recommend a treatment plan
- Prescribe medications, when appropriate
- Suggest a timeline for a follow-up visit if your symptoms do not improve
- Direct you to visit a medical provider in person if you need a higher level of care

Get Treatment, Fast:

Virtual visits make it easy for patients of all ages (including infants and children) to get treatment for many common symptoms and conditions without having to schedule an in-person appointment or travel to the doctor's office.

Use Bon Secours 24/7™ for:

- Ear infections
- Sinus infections
- Allergies
- Asthma
- Bronchitis/upper respiratory issues
- Cold and flu symptoms
- Eye infections
- Fatigue
- Headaches
- Nausea/vomiting
- Rashes
- Skin infections
- Urinary tract infections
- Wellness visits and screening

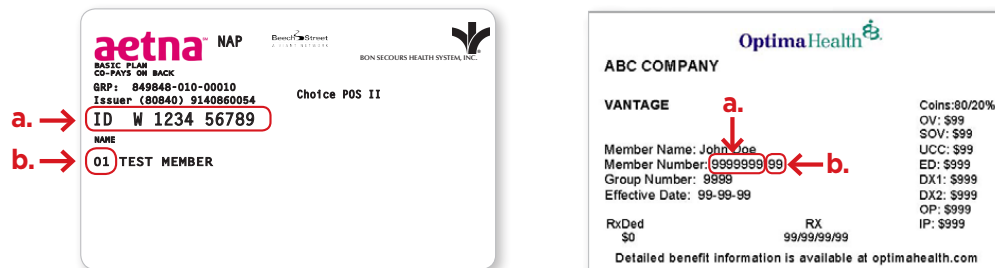


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Complete the Enrollment Process and Get Started:

To ensure you receive the discounted \$5 co-pay for yourself and your dependents who are enrolled in a Bon Secours Medical Plan, open the **Bon Secours 24/7™** app or visit **BonSecours247.org** and follow the instructions below:

- 1 Enter your email and create a password.
- 2 Enter your name, address, date of birth, etc. Be sure your name is the same as it appears on your insurance card. You can add your children at this time, so they can be seen through Bon Secours 24/7™, or add them later. Due to HIPAA regulations, your spouse will need to create his/her own account.
- 3 Indicate that you have health insurance and select your Bon Secours Medical Plan (either Aetna or Optima).
- 4 Enter your subscriber number and suffix, as illustrated here:



- 5 **Please note:** The co-pay for your virtual visits may still show up as \$49 even after you add your insurance information. Depending on your plan, the co-pay may change to \$5 automatically once you start an actual visit, or you may be required to complete an additional step.
- 6 When you start a virtual visit, you will be asked to make your co-pay using a credit card, debit card, or Health Care Payment Card connected to your FSA or HRA account. If your co-pay appears as \$5, simply enter your payment information. If your co-pay appears as \$49, enter the following information in the Coupon Code box and click “Apply”:
 - If you have Optima Insurance, enter your insurance group number.
 - If you have Aetna Insurance, enter the 6-digit PO Box number on the back of your insurance card.
- 7 Once you have submitted your co-pay, follow the prompts to select a provider and begin your virtual visit.

Don't Have Bon Secours Medical Plan Coverage?

If you are not covered by a Bon Secours Medical Plan, you can still use **Bon Secours 24/7™ for \$49 or less with eligible insurance plans**. Simply enter your insurance information, or select “Enter Information Later,” use your credit card, debit card, or Health Care Payment Card to submit your co-pay, and begin your visit. At the end of your visit, you will be able to print a summary that you can submit to your insurance provider. ***It is up to your insurance provider to determine if they will pay for the visit.***

Questions?

For a complete list of medical conditions eligible for virtual visits and other frequently asked questions, please visit **BonSecours247.org**. If you have technical questions about the website or app, please call **1-855-247-2990** or email **BonSecours247@AmericanWell.com**. If you have questions about your insurance coverage, contact **HROC** at **1-855-336-7600**.