

Earache at 2 am? Saturday night flu symptoms?



What if the doctor's office came to you?

myVisitNow from MVP Health Care® has you covered with 24/7 online doctor visits!

With this benefit, you are able to 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 or download the free myVisitNow mobile app from the App StoreSM or Google PlayTM.

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.

Adult
Urgent Care

Pediatric
Urgent Care

Behavioral
Health

Nutrition
& Diet

Lactation
Consultations

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. Simply provide your credit card information and authorize the payment.

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 will 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.

In general, the cost for a **myVisitNow** visit for insured and Essential Plan members will be the same as a sick visit to your Primary Care Physician (PCP). For example, if your PCP co-pay is \$25, you will pay \$25 per **myVisitNow** visit. In addition, lactation consultations will be available at no cost.

If you have a High-Deductible Health Plan (HDHP), and have not yet met your annual deductible, you will be responsible for the following costs:

- Urgent Care - \$39
- Behavioral Health - \$79 or \$95 (Master's- or Doctorate-level, respectively)
- Nutrition and Diet Consultations - \$25

Payment for the services above count toward the deductible.

See your plan details for specific cost information.



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.

myVisitNow from MVP Health Care is powered by American Well. It is available upon renewal and may be subject to regulatory restrictions. It is not available with Vermont Individual and Vermont Small Group plans, and restrictions apply to Medicare and other government programs.

Health benefit plans are issued or administered by MVP Health Plan, Inc.; MVP Health Insurance Company; MVP Select Care, Inc.; and MVP Health Services Corp., operating subsidiaries of MVP Health Care, Inc. Not all plans available in all states and counties.