



RWJBarnabas Health TeleMed Employee FAQ

1. What is RWJBarnabas Health TeleMed?

RWJBarnabas Health TeleMed is a new employee benefit that offers employees, their spouses and their dependents a convenient, low-cost option for urgent medical care services, available 24/7/365, through their smart phone (iOS/Android), tablet or computer.

RWJBarnabas Health TeleMed is powered by American Well, a leader in telehealth services. It is easy to use, private and secure (compliant with HIPAA), providing:

- A multitude of trusted, U.S. board-certified doctors
- Doctors “on call” 24/7/365 to provide quality care
- Consultation, diagnosis and prescriptions (when appropriate)

You can use RWJBarnabas Health TeleMed as many times as you need during the year; there are no limits on the number of TeleMed visits.

2. Who can use RWJBarnabas Health TeleMed?

All RWJBarnabas Health employees can use the RWJBarnabas Health TeleMed service, with no limits on the number of visits in a year. Employees’ spouses and dependents may also use it.

3. How do I sign up?

You must enroll to use the TeleMed service. There is no cost to sign up and there are no monthly fees. To enroll:

- Download the iOS or Android mobile app (search “RWJBarnabas Health TeleMed” in the App Store or Google Play) **or** visit the website at <https://rwjbhtelemed.org>
- Enter the Service Key: RWJBH18
- Follow the instructions to create an account now (don’t wait until you’re sick)

4. What is the cost?

RWJBarnabas Health employees, spouses and dependents will pay the following for an RWJBarnabas Health TeleMed visit:

- \$5 copay – for OMNIA Plan members
- \$5 copay – for Direct Access Plan members
- \$39 toward deductible – for High Deductible Plan members
- \$39 – for employees, and their spouses and dependents, who are not enrolled in an RWJBH medical plan (if you are covered under another plan you may have a telehealth benefit)

See Q21 regarding billing.

5. Why should I use RWJBarnabas Health TeleMed?

RWJBarnabas Health TeleMed is a convenient, low-cost option for urgent care needs. You can access high quality care at home or while away – any time of the day or night, and on weekends and holidays – at a lower cost compared to an urgent care center or emergency room visit.



RWJBH TeleMed does not replace your relationship with your primary care doctor.

6. What devices/computers can I use to access RWJBarnabas Health TeleMed?

RWJBarnabas Health TeleMed can be accessed from your smartphone (IOS/Android), tablet or computer/desktop. The TeleMed service supports the most recent versions of most web browsers, as well as access using apps for iOS and Android devices.

7. How does the service work?

Once you have enrolled and created an account, you can use RWJBarnabas Health TeleMed for on-demand urgent care, with no appointment and short wait times:

- Log in through the app on your smartphone or on your computer at <https://rwjbhtelemed.org>
- View profiles of the doctors who are “on call” and select one with whom you’d like to initiate the visit.
- Connect to the doctor of your choice via video.
- The doctor can diagnose, treat and prescribe medication, when appropriate.

8. Who are the doctors?

Urgent care medical services for RWJBarnabas Health TeleMed are provided by the Online Care Group, the nation’s first and largest medical group devoted to telehealth. All Online Care Group doctors are U.S. board-certified, licensed, credentialed doctors who average 15 years in urgent care, emergency, family, or primary care medicine, and who have been trained in telehealth.

When you initiate a visit you can view the doctors who are “on call” and see their profiles, which include their education and practice experience. You can also see their ratings by other patients, so you can review and select the doctor that best meets your needs.

RWJBH TeleMed does not replace your relationship with your primary care doctor.

9. When would I use RWJBarnabas Health TeleMed?

When you have an urgent care need, and, for example:

- Your doctor’s office is closed
- You can’t get an appointment with your doctor
- You feel too sick to leave the house
- You need urgent care for your children
- You are sick while traveling or forgot a prescription

10. What can be treated using RWJBarnabas Health TeleMed?

You can be treated for common health complaints, such as:

- Colds and flu
- Fever
- Minor rashes and skin problems
- Earache
- Sinusitis
- Migraine
- Abdominal pain
- Allergies
- Pink eye

- Joint pain or strains

**Please note, RWJBarnabas Health TeleMed is not for medical emergencies. Call 911 or go to the nearest emergency room if you feel you are experiencing any of the following emergency medical problems:

- Chest pain or pressure
- Uncontrolled bleeding
- Sudden or severe pain
- Coughing / vomiting blood
- Difficulty breathing or shortness of breath
- Sudden dizziness, weakness, change in vision, slurred speech, numbness, or other neurological changes
- Severe or persistent vomiting or diarrhea
- Severe abdominal pain
- Changes in mental status, such as confusion
- Assault, physical or sexual abuse
- Broken bone

11. Can I receive a prescription from RWJBarnabas Health TeleMed?

Doctors can prescribe medication applicable for an individual's diagnosis, as appropriate. Prescriptions are submitted electronically to the individual's pharmacy of choice. Some drugs cannot be prescribed, including but not limited to controlled substances.

12. How do I enroll my spouse?

Your spouse should create a separate account to enroll.

13. How do I enroll my dependents?

Parents and guardians can add their children who are under age 18 to their account and have doctor visits on their behalf. Enroll yourself first and then add then add your child or dependent to your account.

14. What if I have a dependent over the age of 18?

The dependent should enroll as an adult and create his or her own separate account. He or she can add you to the video call to participate in the visit.

15. What if my dependent is in college out of state?

If you are an employee who has dependents in college outside of New Jersey those children may use RWJBarnabas Health TeleMed for urgent care and pay the fees noted above (Q4). They can add you to the video call to participate in the visit.

16. Can I use the service while travelling?

Yes.

17. Will the providers have access to my medical record?



No. The doctors who provide care under RWJBarnabas Health TeleMed will not have access to your medical record. They will only see the information you have provided for your account and the information you provide for the visit.

18. Will my visit be a part of my electronic medical record?

Not at this time.

19. How can I find a record of my visit?

After your visit, you can access a summary of the visit by clicking on “Previous Visits” under the “Health Info” tab. You can view any of your previous visits at any time by logging into your account and then clicking on “Previous Visits” under the “Health Info” tab.

20. How will my record from my visit be shared with my physician?

You are encouraged to share the record from your visit with your primary care physician. At the end of your TeleMed visit you will be prompted to send the visit summary via email to your primary care physician.

21. How will the visit be billed?

- For employees/spouses/dependents who are covered by an RWJBH medical plan:
 - TeleMed visits will initially be billed \$5 at the time of service to the credit card that was designated during enrollment.
 - The visit will then be processed according to the user’s RWJBH medical plan coverage, and if there is a balance due, it will be billed to the credit card on file.
 - An explanation of benefits for each visit will be available on the Horizon website at www.horizonblue.com/rwibarnabas. The provider will be referenced as “American Well Physicians of NJ.”
- For employees/spouses/dependents who are NOT covered by an RWJBH medical plan: TeleMed visits will be billed \$39 at the time of service to the credit card on file.
- The service will be billed as RWJBarnabas Health TeleMed on your credit card.

22. Does my visit count as a qualified Health Savings Account (HSA) or Flexible Spending Account (FSA) expense?

Yes, RWJBarnabas Health TeleMed visits qualify as health care expenses for reimbursement from your HSA or FSA. You can use any major debit or credit card for the service.

23. What do I do if I have trouble connecting?

Call 1.855.818.DOCS (1.855.818.3627)

24. What do I do if I get disconnected?

Call 1.855.818.DOCS (1.855.818.3627)

25. What if I have questions or need other technical assistance?

Technical support is available 24/7/365 at 1.855.818.DOCS (1.855.818.3627) or RWJBHtelemed@americanwell.com.