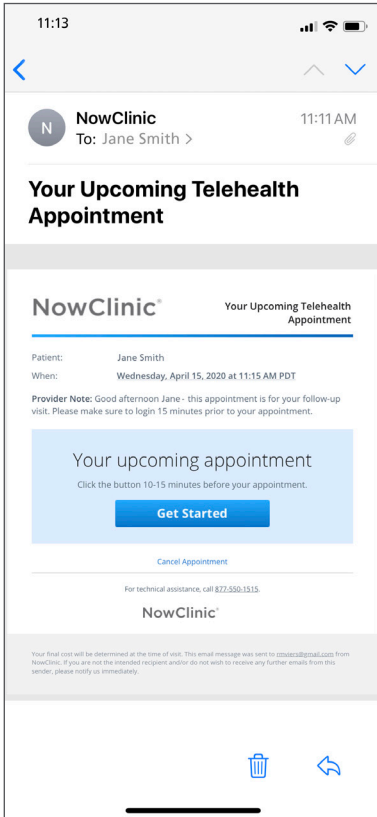
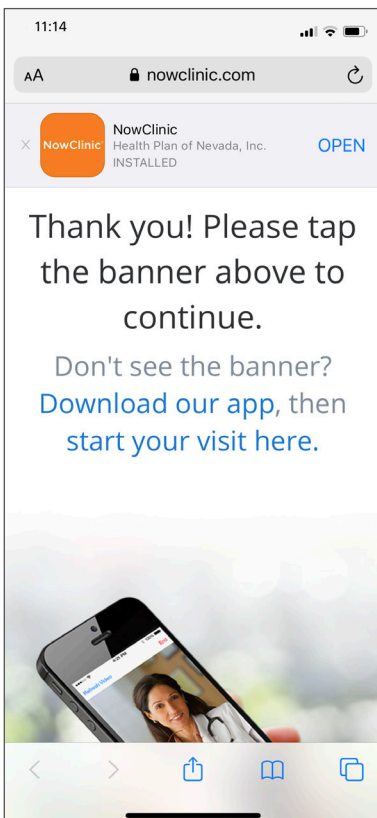
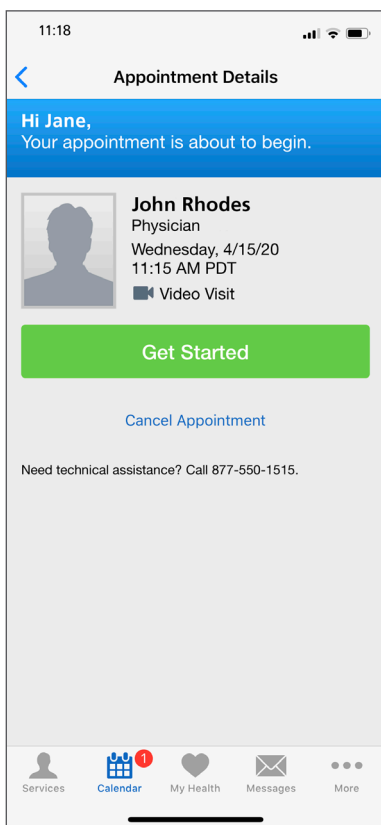


## Scheduled Virtual Visits How-to Guide



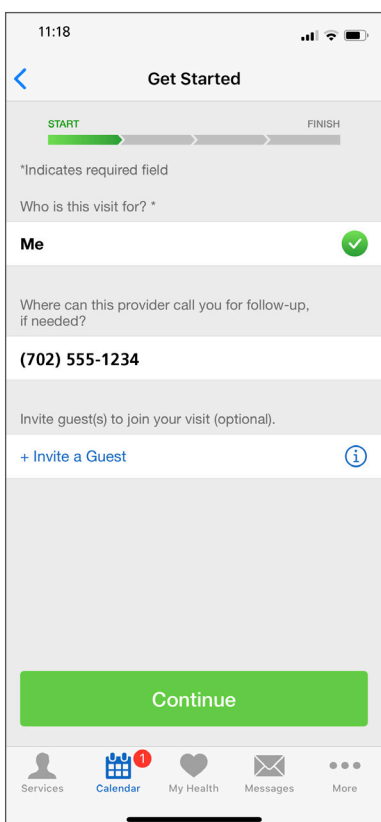
1. You will receive an email from NowClinic 15 minute prior to your appointment. Open the email and select "Get Started".
  - 1a. You may be prompted to download the app (on phone or tablet). Follow the prompts.





2. Once you're on the NowClinic app or site, select "Get Started" under your scheduled provider's name.

2a. If you're on your phone or tablet, you may need to select the calendar button at the bottom to see the appointment.



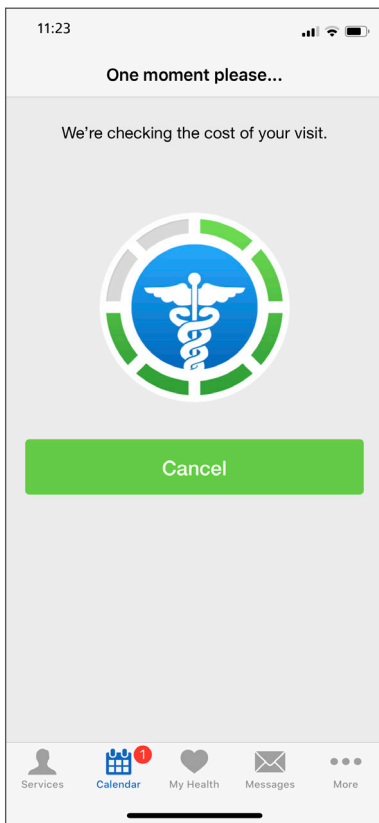
3. Once you've selected "Get Started", it will ask you to verify information for your visit. Confirm whom the visit is for, enter your phone number, and if you need to include someone on your visit, select "Invite a Guest".

3a. Once information is filled in, select "Continue"

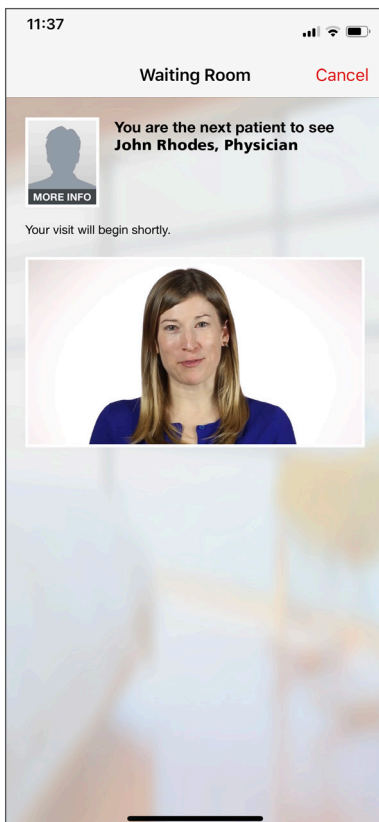
4. Make sure to complete the form:
  - 4a. Fill in the reason for your visit. You can also leave this blank.
  - 4b. If there is an image that will help with your appointment, you can upload it for your doctor here.
  - 4c. Select you acknowledge receipt of the Notice of Privacy Practices.
  - 4d. Select “Continue”
  - 4e. You may be prompted for additional medical history information if this is your first time using NowClinic. This helps your provider have all necessary updated medical information.

5. Double check that your insurance information is correct. If it's not listed, please fill in information that's listed on your insurance card.
  - 5a. Select Yes or No, if you're the primary subscriber to the insurance plan.
  - 5b. Select “Continue”.

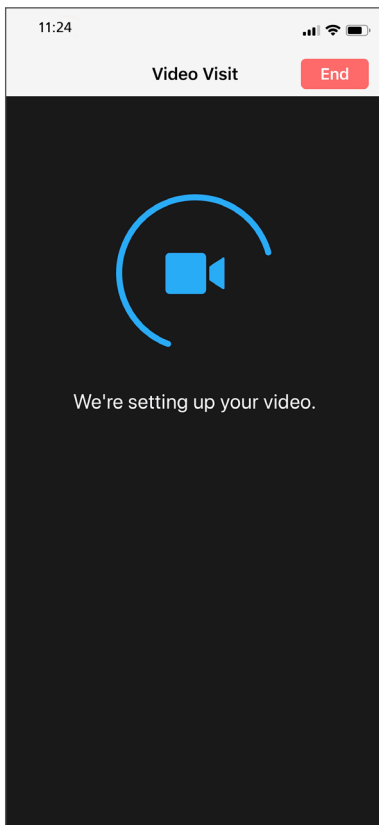
Click on the ⓘ icon to bring up a sample ID card that will show you where your member ID is located and how to properly enter it.



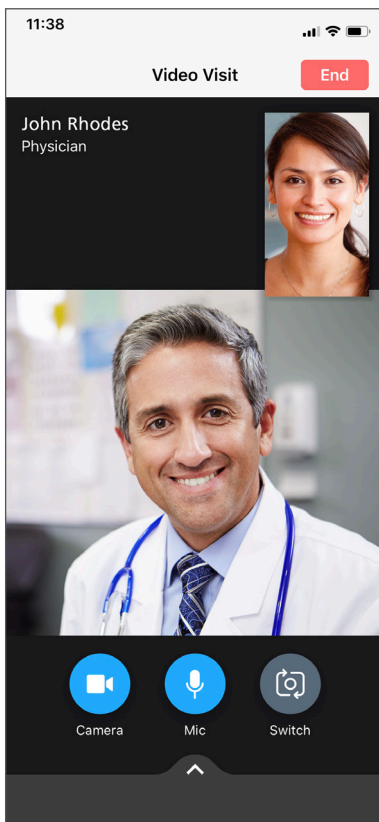
6. NowClinic will then verify your insurance before you enter your visit.



7. If your provider isn't ready, you'll be placed into the virtual waiting room.



8. When your provider is ready, it will then connect you to start your visit.



9. Once connected, make sure your camera and microphone are turned on and enabled.

NowClinic is not intended to address emergency or life-threatening medical conditions. Please call 911 or go to the emergency room under those circumstances. Members under the age of 18 must have a guardian contact NowClinic customer support for assistance in enrolling for their account. Customer support can be reached at 877-550-1515.



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請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：702-877-5199。

PD6391 (04/20)