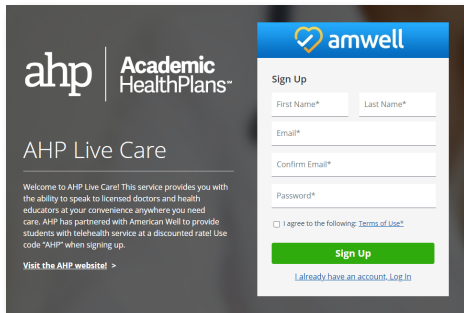
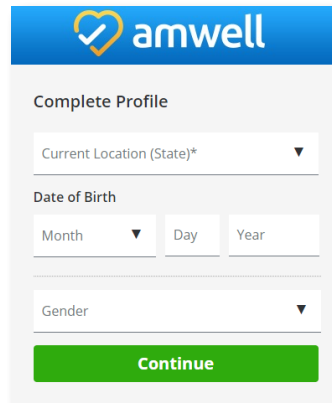


# AHP Live Care User Guide



- 1** Go to [ahp.amwell.com](http://ahp.amwell.com). Sign Up to create an account or Log In if you have an account. You may also access the link by going to [myahpcare.com](http://myahpcare.com), search for your school, then click on the Benefit Tab for the AHP Live Care link.

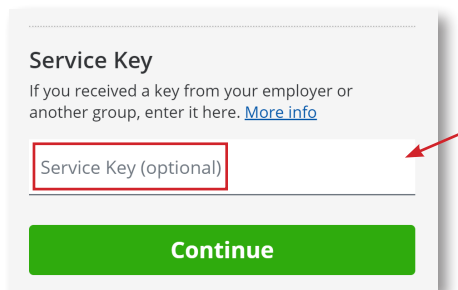
To create an account, follow steps 2-10. If you already have an account, follow steps 5-10 after logging in.



- 2** Complete your profile and click Continue.

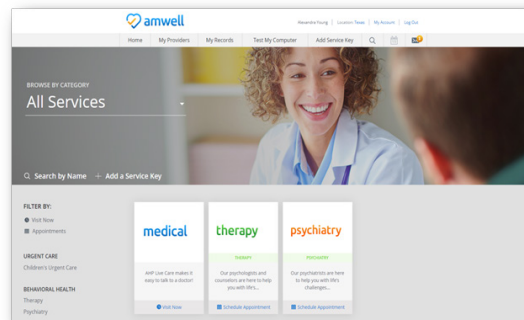


- 3** Select the box labeled "My plan isn't listed/Skip this step".

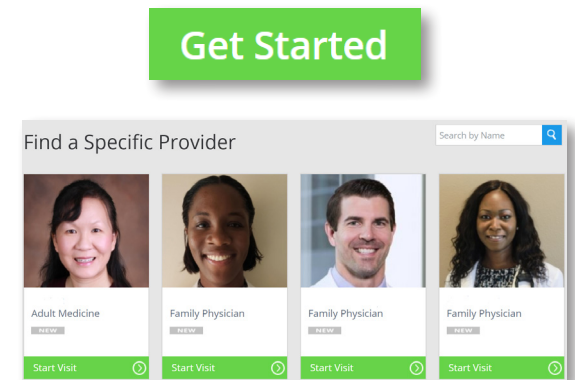


- 4** Enter the Service Key "AHP" and Click Continue. If you do not enter the service key, you will not have access to all AHP Live Care products.

\*This step is NOT optional.



- 5** Your Landing Page will reflect all services available to you. Select the care applicable to your needs.



- 6** Click Get Started to see the first available provider or Find a Specific Provider. Then, fill out the Intake Form step-by-step.

# AHP Live Care User Guide

**Insurance**

I have insurance  
Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.  
Health plan

I don't have insurance

My plan isn't listed/Skip this step

**Continue**

**7** Select the box labeled **"I have insurance"** and select your school name.

*Please do not select any other insurance carrier information if your school name is not on the list. Instead, select the box labeled "My plan isn't listed/skip this step."*

**Payment**

Your Cost: **\$49.00**  **Apply**

**Credit Card Information**

Use credit card ending in 6934

Use a different card

**Cancel** **Continue**

**8**

When prompted for payment, enter the **coupon code** and click apply. (The code will be provided upon enrollment after the open enrollment period via email from Academic HealthPlans.)

*If you do not enter the coupon code, the site will continue to prompt you for payment.*

**Payment**

You're about to be connected with a highly qualified provider. Please enter your payment information below.

Your Cost: **\$0.00**  **Apply**

Coupon applied.

Price includes only the cost of your visit. The cost of any medications or treatments prescribed as a result of your visit is not included.

**9**

- Your provider will thoroughly review your intake form before starting your visit.
- While you wait, a brief overview will play, easing you into the care environment, making you feel right at home with telehealth.
- Your provider will take progress notes during your visit and wrap up your visit details once your visit has ended.
- A visit summary will be sent to you via a secure message, accessible any time via the secure inbox, located right on your dashboard.

*When you're on the go, download the Amwell mobile app from the App Store or Google Play.*