AHP Live Care User Guide

	🔗 amwell
ahp Academic HealthPlans	Sign Up
	First Name* Last Name*
	Email*
AHP Live Care	Confirm Email*
Welcome to AHP Live Care! This service provides you with the ability to speak to licensed doctors and health	Password*
educators at your convenience anywhere you need care. AHP has partnered with American Well to provide students with telebealth service at a discounted rate! Lise	I agree to the following: <u>Terms of Use*</u>
code "AHP" when signing up.	Sign Up
Visit the AHP website! >	Laiready have an account. Log In

Go to 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, 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.

Complete Profile	
Current Location (State)*	Health Insurance
Date of Birth Month V Day Year	Insurance may cover all or part of your visit. If you don't have insurance or your plan isn't listed you can still have a visit.
	Do you have health insurance?
Gender 🔻	○ I have insurance
Continue	◯ I don't have insurance
	My plan isn't listed/Skip this step
Complete your profile and click Continue.	3 Select the box labeled "My plan isn't listed/Skip this ste

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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.



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

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Payment

Credit Card Information
O Use credit card ending in 693

Use a different care

AMERICAN WEI

Your Cost: \$49.00

l have insuranc	e			
Insurance may co	ver all or part of your	isits. If your plan	isn't listed, you can st	ill have a
Health plan		-		
i don chuye mb	arance			
) My plan isn't lis	ted/Skip this step			

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." When prompted for payment, enter the **coupon code** (AHPFREE) and click apply.

Payment

Your Cost: \$0.00

result of your visit is not included

information below.

Coupon applied.

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

Price includes only the cost of your visit. The cost of any medications or treatments prescribed as a

AHPFREE

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

Now, it's time for your appointment!

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- 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.

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• 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.



