



Online Behavioral Health Visits Now Available

AultmanNow is excited to offer a new, easy and convenient way to see a behavioral health therapist. AultmanNow allows you to have a private, secure visit through your smartphone, tablet or computer at a time that is convenient for you!



What is AultmanNow for Behavioral Health?

AultmanNow offers an easier, more convenient way to see a behavioral health therapist. You can schedule your own visit for a time that works best for you. Your private and secure video visit can be done with a smartphone, tablet, iPad or computer. It is free to enroll and easy to use.

AultmanNow Behavioral Health offers:

- Your choice of trusted, U.S. board-certified doctors and therapists. All providers are licensed, credentialed and have an average of 15 years of experience in behavioral health.
- Peace of mind with a therapist who can provide quality, compassionate care.
- Consultation, diagnosis and treatment recommendations.

When would I use an online behavioral health visit with AultmanNow?

Online behavioral health visits are perfect for when:

- You should probably see a therapist but can't fit it into your busy schedule.
- Your therapist/doctor's office is closed.
- You feel too upset to drive.
- You have children at home and don't want to bring them with you.
- It's difficult for you to get a doctor's appointment.
- You feel uncomfortable with your situation and don't want to go to a provider's office.
- You are traveling for business and stuck in a hotel room.

What conditions can the behavioral health providers see me for?

AultmanNow behavioral health allows you to see a therapist for one-time or ongoing counseling for concerns such as depression, anxiety, stress, relationships and insomnia.

What is the cost of an online visit?

Behavioral health online visits range from \$85 to \$199 per session. See below for details. You can pay by credit card or a health savings account card.

- Psychiatrist (Initial Visit): \$199 - 45 minutes
- Psychiatrist (Follow-up Visit): \$95 - 15 minutes
- Doctorate Level Therapist: \$99 - 45 minutes
- Master's Level Therapist: \$85 - 45 minutes

Does insurance cover my online visit?

Some insurances will cover online telehealth visits. Please contact your insurance company for details regarding coverage on your plan. You may pay for your visit with a health savings account or credit card. You can also obtain a claim receipt at any time.

Aultman employees with AultCare insurance can submit a claim form to AultCare. All online visits will be applied to health plan deductibles and out-of-pocket expenses.



Who can use AultmanNow behavioral health services?

Anyone in Ohio can use the service. You can add children under the age of 18 to your account. If your spouse (or child over the age of 18) wishes to use the service, they will need to create a separate account.

Can I use the service when traveling?

Yes, AultmanNow is great to use on the road when you are in the state of Ohio. If you are out of state, please visit <http://info.americanwell.com/where-can-i-see-a-doctor-online>.

How do online visits with AultmanNow work?

It is easy to sign up from your computer, laptop, iPad or on your mobile device. You will need a video camera on your computer or mobile smartphone, and an email address.

- On your computer or laptop: Visit www.aultmannow.com to connect. Please note your computer must be equipped with a video camera, microphone and audio capabilities for an online video visit.
- On your mobile smartphone device: Download the AultmanNow app by searching for "Aultmannow." If you have an Apple device, go to the App Store. If you have an Android device, use the Google Play Store.

Fill in your contact information and set up a username and password. Save this for future online appointments.

How do I schedule an online behavioral health visit?

- You must first download the AultmanNow app as noted above. Select "Behavioral Health" from the list of services and then click on "Schedule Appointment."
- You will now select your provider, date and time desired. Review your appointment details and click "continue." Then click on "Schedule Appointment."
- You will receive an email confirming your appointment. In addition, the appointment will show up in the AultmanNow app under "Calendar."

What should I expect the day of my online visit?

- Prior to your appointment time, go to the email that you received or just go to the AultmanNow app calendar.
- Select the blue "Get Started" button. Enter your email address for the username (the same email address sent to you) and password. Please keep this for future visits.
- Appointment details will appear with provider name, date and time of the appointment. Select green "Continue" button.
- Complete the information screens and be sure to enter the phone number where you can be reached if you get disconnected.
- If you want to add a guest to join the online visit, enter the email address of the guest. They will receive an email invite for the visit. They must use same email address to sign in for the visit.
- In the "your visit" screen, include the reason for today's visit.
- Check the "notice of privacy" box and select "Continue."
- Complete payment information, then select "Continue."
- Allow AultmanNow to access your video, camera and recording settings for the online visit.
- A short video will play until the provider is ready to connect.
- Once a provider connects, he/she will conduct a live video or phone visit where you can see him/her at the top of the screen. You will be on the bottom of the screen.
- When the visit is complete, end the visit and rate your provider experience.

Please visit aultman.org/aultmannow for a detailed video on how to schedule an online behavioral health visit. If you have questions about AultmanNow, call the technical support line at 1-844-606-1603 or email aultmannow@americanwell.com. For more information regarding Aultman's telehealth services, please contact Kathy Zimmer at kathy.zimmer@aultman.com.

