



# Frequently Asked Questions

## **What is the HealthiestYou website?**

[www.healthiestyou.com](http://www.healthiestyou.com)

## **How do I setup my account online?**

Go to [member.healthiestyou.com](http://member.healthiestyou.com)

Click "Register Now" then select the membership type. Enter the primary member's Last Name, DOB and Zip.

## **How do I setup my account over the phone?**

Call 866-703-1259 and press #1. A HealthiestYou Customer Service Representative will verify member eligibility by using the Last Name, DOB and Zip Code. Once eligibility has been verified the representative will ask some medical questions, update any account information, and schedule a call with the physician.

## **How do I setup my account via the app?**

Search for "healthiestyou" in the app store or google play store. Once downloaded, click the "Register Now" button on the bottom right of the app. Then you will click Primary Member to verify your Last Name, Date of Birth and Zip.

## **How do I download the app?**

The HealthiestYou app can be found in the Google Play store or the App Store by searching "HY" or "HealthiestYou".

## **When can I call the doctor?**

You can speak with a HealthiestYou physician 24/7/365.

## **What can your doctors treat?**

Our doctors are trained to treat a wide range of conditions. Some of the most common are: Acne, Allergies, Asthma, Bronchitis, Cold & Flu, Constipation, Diarrhea, Ear Infection, Fever, Headache, Insect Bites, Joint Aches, Nausea, Rashes, Sinus Infections, Sore Throat, UTI and more.

## **Who are the doctors?**

Our physicians must be U.S. board certified in internal medicine, pediatrics, family, or emergency medicine with an average of 20 years of experience.

## **What states do you provide service to?**

HealthiestYou provides services nationally within the 49 states that allow telehealth services. Services are currently unavailable in Arkansas.

## **Can you prescribe medication over the phone?**

HealthiestYou physicians prescribe short-term, traditional antibiotics, antihistamines, cough suppressants, and anti-bacterial agents. Nearly 99% are generic, which is our system default when prescribing a medication. HealthiestYou does not prescribe DEA controlled substances, lifestyle drugs, pain medications, or psychotropic drugs.

## **Do your doctors refer members to other facilities?**

HealthiestYou does not suggest follow up visits to our service. We always refer them to their PCP if follow up is required and with the member's permission, HealthiestYou sends a Clinical Consult Record (CCR) of the visit to the member's physician of choice.

## **What happens after my consultation?**

The doctor may give advice to manage/treat the chief complaint or provide instructions to follow up and treat the symptoms. If your doctor orders medication, the prescription will be sent electronically to the pharmacy selected by the member.

## **Will you keep my information confidential?**

Yes. HealthiestYou will only share information with the doctor who provides the consult and (when the doctor orders a prescription) with your selected pharmacy or as required by applicable law.

## **Do your doctors provide return to work notes?**

Yes. Physicians may provide return to work/school notices upon request. It is up to the physician's discretion to provide such notices.

## **What languages do you support?**

In addition to English and Spanish speaking personnel, call center staff and our providers use Language Line Solutions to provide translation services in more than 240 languages.