



# Care on Demand: Telehealth

## How to access virtual doctor visits

You don't have to leave the house to see a doctor. Your Asuris health plan includes care-on-demand telehealth, which gives you access to virtual doctor visits from the comfort of home—24 hours a day, 7 days a week, 365 days a year.

## Why telehealth

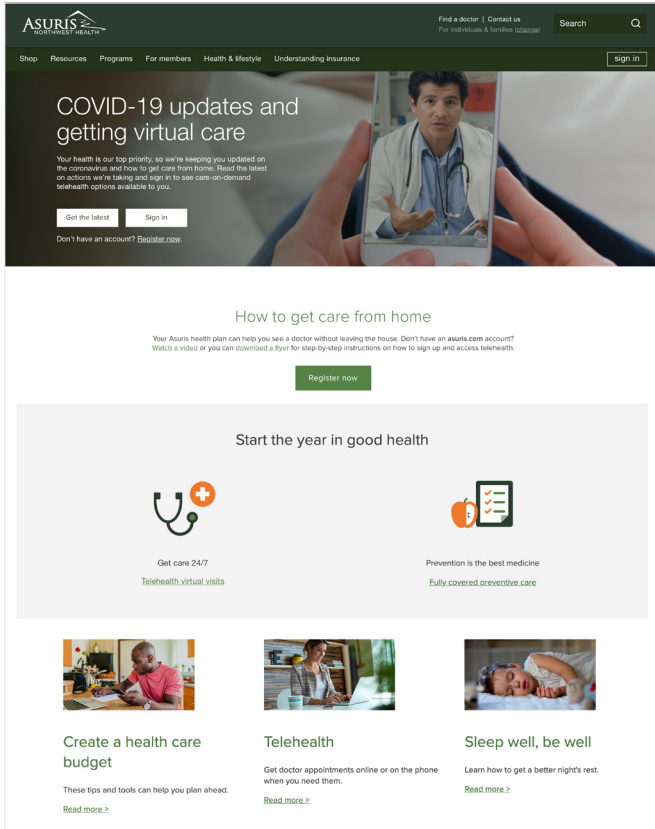
With today's unprecedented demand on doctors, hospitals and urgent care facilities, telehealth virtual visits are a convenient, affordable alternative for routine care. Telehealth doctors can treat common health conditions—from pink eye, rashes and ear infections to anxiety and depression. They can even send a prescription to your local pharmacy. Plus, getting care from home helps minimize the spread of infection. Telehealth doctors can't treat COVID-19 but can help assess symptoms.

We're also partnering with providers to expand your access to virtual visits with doctors you'd normally see in-person. Reach out to your doctors to find out what virtual options they offer.

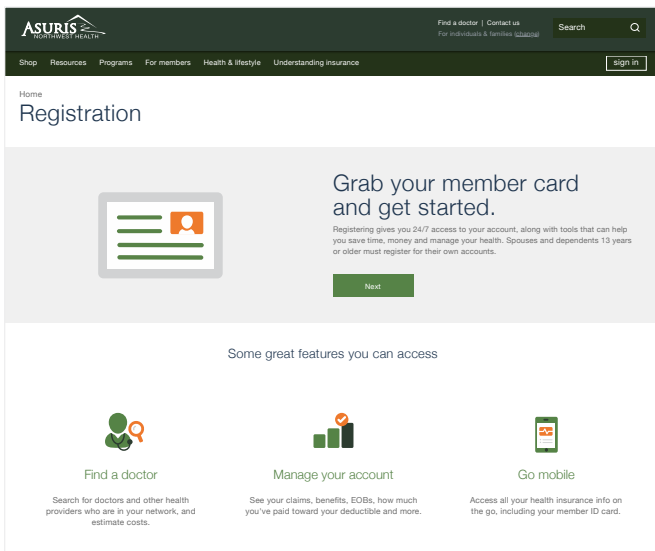
## Get started

If you haven't already registered on [asuris.com](https://asuris.com), follow these simple steps. If you're already registered, please sign in and skip ahead to step 8.

1. Register from the [asuris.com](https://asuris.com) homepage by selecting Sign in or Register now.



2. Grab your member ID card.



3. Enter your member info, including:
  - . Last name
  - . Date of birth
  - . Last 4 digits of member ID number
  - . Last 4 digits of group number

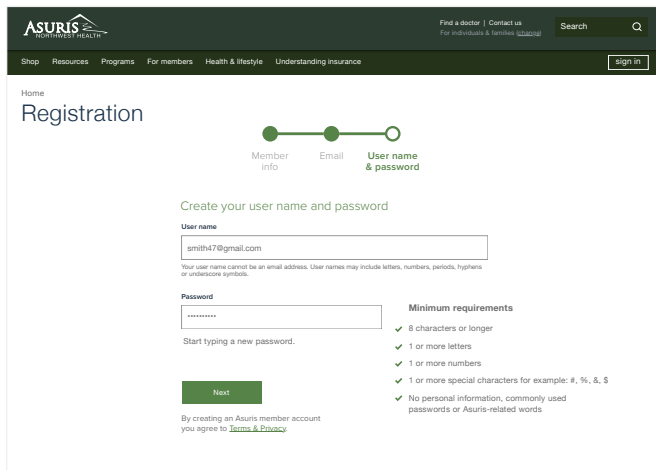
The screenshot displays the 'Registration' page with the 'Member info' step highlighted. It includes a progress bar at the top showing 'Member info', 'Email', and 'User name & password'. The form fields are: 'Last name' (Smith), 'Date of birth' (9/5/1976), 'Last 4 digits of ID No' (6789), and 'Last 4 digits of Group No' (5678). A 'Next' button is at the bottom. To the right, a graphic of a member ID card is shown with fields for Group No (12345678) and ID No (ABC123456789).

4. Enter your email address.

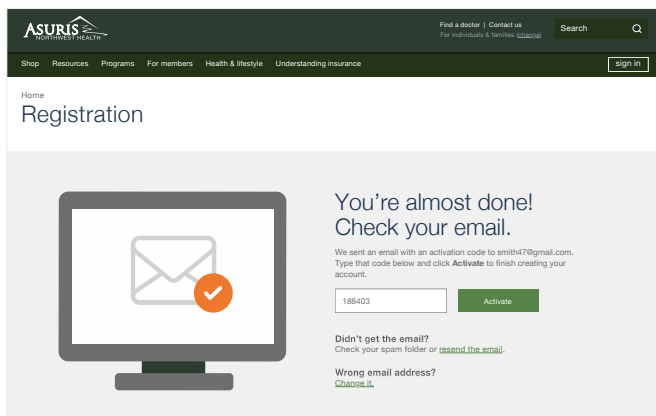
**Note:** If the email is already on file and associated with an online account, you'll have the option to continue with this address or enter a different one.

This screenshot shows the 'Registration' page at the 'Email' step. The progress bar at the top indicates 'Member info', 'Email', and 'User name & password'. The form has an 'Email' field containing 'smith47@gmail.com' and a 'Next' button below it.

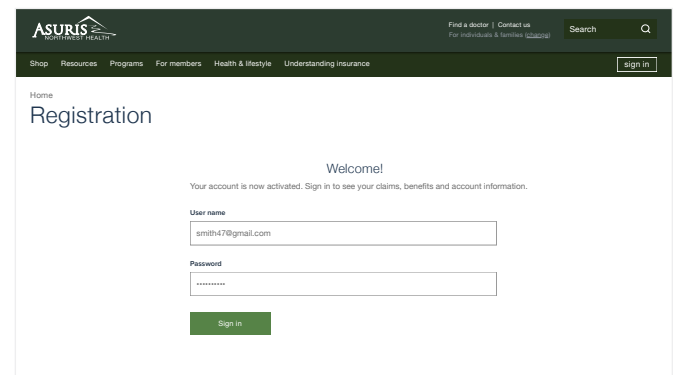
5. Create your username and password.



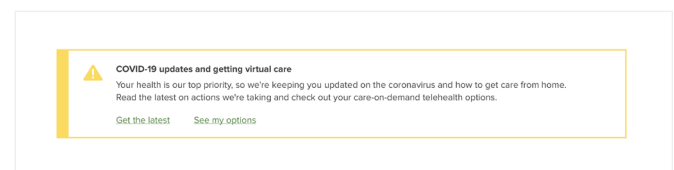
6. For security purposes, you'll receive an email with an activation code. Enter it to complete your registration.



7. Now that your account is active, you can sign in.



8. You'll be directed to your personalized Member Dashboard with this alert.



9. Click through to your telehealth provider's website where you can activate your account. You're encouraged to do it now, so you're all set when you need to access care.



10. Get started. Anytime you need a virtual visit, just sign in to [asuris.com](https://asuris.com). From your Member Dashboard, you can go straight to your telehealth provider and request a visit.

The screenshot shows the Asuris Northwest Health Member Dashboard. At the top, there's a navigation bar with links like 'Find a doctor', 'Contact us', and 'Search'. Below this, a 'Welcome back' message is displayed. To the right, a 'My account' section shows member details: Member ID ABC123456789, Group no. 12345678, Effective date 01/01/2017, and a link to 'Print or order member ID cards'. Below the welcome message, there are icons for 'Find a doctor', 'Telehealth', and 'MedSavvy'. A yellow banner highlights 'COVID-19 updates and getting virtual care'. Below this, there are five icons representing different services: Claims center, Message Center, EOB statements, Pay my premium, and Asuris Motivate. The 'Your benefits & use' section shows a toggle for 'Individual' and 'Family' plans. It displays two progress bars: one for 'Deductibles' (Individual medical: \$750.00 of \$1,500.00) and one for 'Annual out-of-pocket max' (Individual medical: \$250.00 of \$2,750.00). At the bottom, there's a link to 'View full benefits information' and a note about vision care benefits.

With a telehealth virtual visit, you can skip the waiting room, avoid germs and see a doctor when it's convenient for you. Grab your member ID card and sign up now.



ANH-417933-20/03  
© 2020 Asuris Northwest Health

Asuris complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-232-8229 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-232-8229 (TTY: 711).