

# FREQUENTLY ASKED QUESTIONS

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

[www.telehealth4students.com](http://www.telehealth4students.com)

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

Go to [www.telehealth4students.com](http://www.telehealth4students.com).

Click "Create an Account". Enter your Student Resources ID or the primary member's Last Name, DOB and Zip.

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

Call 855.866.0895. 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 "First Time Here" button on the bottom right of the app. Then select "Student" under Membership Type and follow the prompts to complete registration.

## **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?**

Students should first seek care at the Student Health Center on campus if available. Students are able to speak with a HealthiestYou physician 24/7/365 via phone, app or website access.

## **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 are 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.

## **Can I request a claims form for telehealth services?**

A claims form may be provided to you. Simply call 855.866.0895 to connect to our Customer Service Representatives and request a CMS1500 form be mailed to you.

## **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 you have selected.

## **Do I have to pay for this service?**

Covered students under UHCSR do not have to pay for the doctor consultation. A student would be required to pay for the prescription if one is issued by the physician. Students not insured by UHC Student Resources would pay a \$40 consult fee.

## **Do your doctors provide return to school 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.