

# Answering your questions about Doctor On Demand

## Get quality care that's virtually there 24/7

### QUESTION

### ANSWER

#### What is Doctor On Demand?

Doctor On Demand® by Included Health provides 24/7 virtual visits from the comfort of your home, office or while you are traveling. With Doctor On Demand, you can see a board-certified doctor, psychiatrist or licensed therapist—for nonemergency care—from your smartphone, tablet or computer.

#### What Doctor On Demand services are included with my Humana medical plan?

You have access to both urgent care and mental health services with Doctor On Demand. With 24/7 access to doctors, psychiatrists, psychologists, therapists and other medical experts, care is always available, anytime and anywhere. Select and see your favorite providers again and again, right from your smartphone, tablet or computer.

#### What is the cost of a covered visit?

For everyday health needs, Doctor On Demand usually costs less than a visit to the emergency room or urgent care. You'll know the cost of your visit before you have it, so there are no billing surprises.

##### Type of care

Medical  
Therapy  
Psychiatry

##### Your cost\*

Up to \$57  
Starting at \$80  
Starting at \$104\*\*

#### What does Doctor On Demand treat?

You can use Doctor On Demand for **everyday health concerns** like:

- Colds, flu and sore throat
- Urinary tract infections
- Migraines
- Common and seasonal allergies
- Skin and eye problems
- Prescriptions and refills
- Labs and screenings

Doctor On Demand **mental health services** include:

- Depression
- Stress
- Anxiety
- Talk therapy
- Trauma
- Other nonemergency mental health concerns

#### How does Doctor On Demand screen their board-certified clinicians?

Each board-certified clinician goes through a rigorous selection process to become part of the Doctor On Demand network. Subsequently, each board-certified clinician is monitored through Doctor On Demand's industry-leading Quality Assurance/Quality Improvement Process.

The initial selection involves an interview with Doctor On Demand medical leadership, as well as a thorough review of their clinical experience, training, licensure and questionnaire. This is then subjected to a NCQA/NPDB (National Committee for Quality Assurance)/(National Practitioner Data Bank) verification standard and background screen. These board-certified clinicians then go through telemedicine training and a second live interview and mock patient cases with medical leadership on the Doctor On Demand Video Platform.

#### How do I get started?

First, sign up for Doctor On Demand at [DoctorOnDemand.com/Humana](https://DoctorOnDemand.com/Humana) or download the Doctor On Demand app from the App Store or Google Play. There is no cost to register.



Enter your health insurance information; select Humana and enter your group ID and member ID.

Enter a payment method (you'll always see your cost upfront).

See a doctor within minutes.



\* Your specific cost will vary depending on your benefit plan coverage. However, the price of a medical visit will not exceed \$57 and may be much lower. For questions, visit [MyHumana.com](https://MyHumana.com) or call the number on the back of your Humana member ID card.

\*\* Psychiatry and psychology visits are by appointment only. The cost for a visit will vary based on your plan. You'll know the cost of your visit when you schedule your appointment. Prices for therapy and psychiatry visits can range from \$0—\$213 depending on your plan coverage.

Doctor On Demand is not available in Puerto Rico or outside the United States. Limitations on telehealth services, also referred to as virtual visits or telemedicine, vary by state. These services are not a substitute for emergency care and are not intended to replace your primary care provider or other providers in your network. Any descriptions of when to use telehealth services are for informational purposes only and should not be construed as medical advice. Please refer to your evidence of coverage for additional details on what your plan may cover or other rules that may apply.

This communication provides a general description of certain identified insurance or non-insurance benefits provided under one or more of our health benefit plans. Our health benefit plans have exclusions and limitations and terms under which the coverage may be continued in force or discontinued. For costs and complete details of the coverage, refer to the plan document or call or write your Humana insurance agent or the company. In the event of any disagreement between this communication and the plan document, the plan document will control.

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This material is provided for informational use only and should not be construed as medical advice or used in place of consulting a licensed medical professional. If you are in a life-threatening or emergency medical situation, please dial 9-1-1 and seek medical attention immediately.

## Important

### At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618  
If you need help filing a grievance, call **877-320-1235** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **800-927-HELP (4357)**, to file a grievance.

### Auxiliary aids and services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

### Language assistance services, free of charge, are available to you. 877-320-1235 (TTY: 711)

**Español (Spanish):** Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

**繁體中文 (Chinese):** 撥打上面的電話號碼即可獲得免費語言援助服務。

**Tiếng Việt (Vietnamese):** Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

**한국어 (Korean):** 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

**Tagalog (Tagalog – Filipino):** Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

**Русский (Russian):** Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

**Kreyòl Ayisyen (French Creole):** Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

**Français (French):** Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

**Polski (Polish):** Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

**Português (Portuguese):** Ligue para o número acima indicado para receber serviços linguísticos, grátis.

**Italiano (Italian):** Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

**Deutsch (German):** Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

**日本語 (Japanese):** 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

**فارسی (Farsi)**

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

**Diné Bizaad (Navajo):** Wóda'í béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánida'áwo'déé nika'adoowoł.

**العربية (Arabic)**

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك