



COMMON SYMPTOMS

We make care easier and better with virtuwell® – your 24/7 online clinic. virtuwell® follows the same clinical process to ask members questions, verify medical history, and allergies. During the online visit, patients will be asked a series of questions to identify if there is a diagnosis, treatment plan and possibly a prescription. If there is a diagnosis, members will receive a text and or email when their treatment plan is ready, typically within 30 minutes or less. Below is a list of the common conditions virtuwell® will treat.

Acne	Ingrown Toenail
Allergic Rhinitis	Intertrigo
Athlete’s Foot	Insect Bites
Bacterial Vaginosis (BV)	Jock Itch
Bladder Infection	Laryngitis
Breast Infection	Lice
Bronchitis	Lyme Disease
Chlamydia	Non Allergic Rhinitis
Chicken Pox	Pertussis and Pertussis Exposure
Cold Sore	Pet Allergies
Common Cold	Pink Eye
Deer Tick Bite	Pityriasis Rosea
Diaper Rash	Poison Ivy
Ear Infection	Poison Oak
Ear Pain	Rash
Eczema	Ringworm
Eustachian Tube Dysfunction	Seasonal Allergies
Fifth Disease	Second Degree Burn
First Degree Burn	Shingles
Flu	Sinus Infection
Folliculitis	Stye
Gonorrhea	Sunburn
H1N1/H3N2v	Swimmer’s Ear
Hives	Tinea Versicolor
Impetigo	Trichomoniasis

virtuwell® - your 24/7 online clinic

frequently asked questions

Q: What is virtuwell?

Virtuwell is an online clinic that is available anywhere you have access to the internet, 24 hours a day, 7 days a week, 365 days a year. There is no wait and no appointment. Visit ghcscw.com/virtuwell to treat common conditions like sinus infections, bladder infections, pink eye, bronchitis, ear infections, and more. See the full list of conditions at www.virtuwell.com/conditions. With virtuwell, you can triage your symptoms through a series of medical questions, similar to what you would be asked during an office visit. Based on your description of the symptoms, virtuwell's Nurse Practitioners will verify your medical history and allergies. At that point, they may provide you with a treatment plan by text message or e-mail when it's ready. The treatment plan will provide you with remedies and tips to prevent symptoms from returning. If it's necessary, the Nurse Practitioner will send a prescription to the pharmacy of your choice. It's that simple.

Q: What types of conditions does virtuwell diagnose and treat?

Virtuwell treats common conditions like sinus infections, bladder infections, pink eye, acne, and more. See the full list of conditions at www.virtuwell.com/conditions. If they can't treat you, it's free.

Q: What does virtuwell cost?

As a GHC-SCW member, you will have 3 virtuwell visits covered by your GHC-SCW insurance plan per member during the plan year. For example, a family of four will each receive three virtuwell visits per member during the plan year. Thereafter, virtuwell costs \$45 per use.

Q: Does virtuwell have a money back guarantee?

It's simple. If you're not completely satisfied with your experience - for any reason - virtuwell will refund your money.

Q: How does virtuwell billing work if I have insurance?

GHC-SCW members will have three free visits as an added benefit for the plan year. At check out, virtuwell will ask for your credit card information. Because insurance plans vary, virtuwell will submit a claim on your behalf. Virtuwell won't charge your credit card unless you have exhausted your 3 free visits for the year. You would then be charged \$45 per use. If your plan has a Maximum Out-of-Pocket, the \$45 fee will not apply.

Q: Can I use my flex plan/or HSA credit card for payment?

Yes, flex plans typically cover e-visits for reimbursement. Please check with your flex plan administrator to confirm.

Q: What do I do if my symptoms aren't improving can I talk to a Nurse Practitioner?

If your symptoms haven't improved or have gotten worse, please go to your treatment plan and click the "Request a Callback" button and virtuwell will adjust your treatment plan at no additional cost. Nurse Practitioners are available by phone 24 hours a day, 7 days a week.

Q: If I am out of state on business/or vacation or a student who is out of state at college, can I use virtuwell?

Yes, as a GHC-SCW member, as long as your permanent residence is in AZ, IA, MN, MI, ND, NY, PA, VA, or WI you can be treated while in our 50 states.

Q: Can I use virtuwell for someone else?

Yes, you can use virtuwell for a child under the age of 18. For your own child, you can simply begin the interview and their visit will be associated under your account. For a child in your care who's not your own, please call virtuwell's Customer Service at (877) 440-1001 and they will be happy to help you get started.