



Around-the-clock access to physicians by phone, email and video

American Health partners with AmeriDoc to provide members with around-the-clock access to U.S.-based and licensed physicians for common, non-emergent conditions. Servicing 1.2 million members, AmeriDoc offers high-quality care, value and convenience by providing access to experienced doctors to members without having to leave home or work.

With AmeriDoc, members can choose from several consultation options:

- **Diagnostic Consultations** provide anytime access to physicians for in-depth, personal conversations. Prescriptions can be provided, if necessary, and members can connect with a doctor via phone or video.
- **Informational Consultations** offer the convenience of on-demand access to physicians for general advice and recommendations by phone or video.
- **Email Consultations** give members the option to communicate privately and securely with a physician through AmeriDoc's web portal.

AmeriDoc's patient care center is staffed by medical assistants who are bilingual in English and Spanish. When a member calls to request a consultation, medical assistants record the member's personal information, medical history, current symptoms and preferred pharmacy. The member is then contacted by a physician licensed in their state for the consultation.

All calls to AmeriDoc are recorded, and members can review these recordings and the doctor's notes from the consultation. Members can also choose to have their information forwarded to their primary care physician.

AmeriDoc has a **97% member satisfaction rate.**

- Program Highlights -

Convenient, timely consultations by phone, secure e-mail and video

Reduces claims costs for benefits plans and saves members time and out-of-pocket costs

Access to more than 350 U.S.-based and licensed physicians in all 50 states, Puerto Rico, the Virgin Islands and Guam

Patient care center staffed by bilingual certified medical assistants

All calls are recorded for quality assurance

