

WellVia Frequently Asked Questions – Medical Visits

Q. What is WellVia?

WellVia is a premier Telehealth company providing access to Board Certified Doctors 24/7 who diagnose, recommend treatment, and when clinically appropriate issue a prescription. WellVia provides members with access to high quality doctors via telephone, smartphone or computer for non-emergency medical needs. All of WellVia's U.S.-based and board-certified physicians are credentialed utilizing NCQA standards. WellVia has an average doctor response time of less than 15 minutes. Our doctors can diagnose your symptoms, prescribe medication if necessary, and send prescriptions to your pharmacy of choice.

(WellVia provides Medical Consultations and Behavioral Health)

Q. When is WellVia Available?

WellVia is available 24 hours a day, 7 days a week, 365 days a year, even on holidays. Use WellVia anytime you have a non-emergency medical condition, are unable to see your primary care provider, or when you simply prefer a convenient, cost effective alternative to the emergency room, urgent care center, or clinic.

(24/7/365)

Q. What are the most common conditions you treat?

Our doctors are able to treat a wide range of medical conditions. Some of the most commonly treated conditions include: Allergies, Asthma, Bronchitis, Colds & Flus, Earaches, Fevers, Heartburn, Nausea, Rashes, Sinus Infections and Sore Throats.

(Common and acute illnesses)

Q. Is WellVia appropriate for every medical condition?

No. WellVia is designed to treat non-emergency medical conditions. You should not use WellVia if you are experiencing a medical emergency. In case of a life-threatening medical emergency, you should immediately dial 911. WellVia is not intended to replace your primary care provider, however, it can be a convenient, cost effective alternative to the emergency room, urgent care center, or clinic when experiencing common conditions.

(WellVia is not appropriate for every condition)



Q. Where is WellVia available?

WellVia services are available nationwide. Diagnostic consultations are subject to federal and state regulations and telephonic or video consultations may not be available in every state.

(Nationwide)

Q. Who are WellVia doctors?

WellVia utilizes a rigorous screening process to ensure you are consulting with the highest quality physicians. The initial selection involves a thorough review of their clinical experience, training, licensure and questionnaire. In addition, WellVia physicians are subjected to a NCQA/NPDB (National Committee for Quality Assurance/National Practitioner Data Bank) verification standard and background screen. Subsequently, each doctor is monitored through our industry leading Quality Assurance/Quality Improvement Process. When requesting a consultation, WellVia will connect you with a U.S. residing doctor licensed in your state.

(NCQA State Licensed doctors)

Q. Are WellVia doctors able to prescribe medications?

Yes. WellVia doctors can prescribe medications which will be sent to a pharmacy of your choice. Prescriptions are subject to the discretion of the consulting physician and their clinical judgment in accordance with law limitations. WellVia doctors do not issue prescriptions for substances controlled by the DEA, non-therapeutic, and/or certain drugs which may be harmful because of their potential for abuse. Note: Nontherapeutic drugs such as Viagra and Cialis are not prescribed by WellVia physicians. View the current list of DEA controlled substances. symptoms prescribe medication if necessary and send prescriptions to your pharmacy of choice.

(Yes)

Q. How are prescriptions sent to the pharmacy?

When the WellVia doctor prescribes a medication, it is submitted electronically or by phone to the pharmacy of your choice. WellVia does not dispense prescription drugs.

(Electronically or by phone)



Q. How is WellVia able to provide a quality doctor visit at an affordable rate?

On average a doctor in a traditional office setting must charge \$125-\$150 to earn \$20-\$30. The difference between what's charged and what the doctors earn per visit goes toward paying the overhead costs associated with running a doctor's office such as rent, utilities, and administrative staff. WellVia uses technology and best business practices to eliminate these costs and pass the savings on to our customers.
(By eliminating costs and passing that on to our customers)

Q. Can a member be denied for a pre-existing condition?

Consultation requests are never denied due to pre-existing medical conditions.
(No)

Q. How do I sign up for WellVia or activate my account?

You can easily sign up or activate your account by using one of the following methods:

1. If you would like to sign up for WellVia, you can do so [here](#).
2. If you would like to register your WellVia account, you can do so [here](#).
3. OR, you can reach our Member Service Team 24/7 at 1-855-WellVia.

Q. How much does it cost to use WellVia?

Depends on the plan. If you're receiving WellVia as part of a group benefit, you may not be required to pay at all. WellVia accepts most major credit and debit cards.
(WellVia is always affordable for you and your family)

