

## Why did OneShare Health change from DialCare to Smart Virtual Care (Telemedicine) through Clever Health™?

Not only are costs with Clever Health™ going to be greatly reduced, but utilization is expected to increase through smart questionnaire technology compared to traditional phone and video Telemedicine. Clever Health™ has additional features such as a mental health chat and Clever RX integrated enabling Members to shop their RX prices and save.

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## What is Smart Virtual Care?

Smart Virtual Care uses AI and population health data to help streamline and optimize your virtual visit. Through the Clever Health™ App, your Members will experience greater convenience, faster visit times, more accurate diagnoses, additional prescription discounts, and 24/7 access to mental health chatbot.

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## How do your Members access Smart Virtual Care (Telemedicine)?

Members access Smart Virtual Care via Clever Health™ by downloading the Clever Health™ App and following the onboarding instructions and completing their medical profile.

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## Will Members who live in Massachusetts have access to Smart Virtual Care (Telemedicine) with Clever Health™?

No, OneShare Health Massachusetts Members use Teladoc® for Telemedicine through the My Benefits Work App, visiting [MyBenefitsWork.com](https://www.mybenefitswork.com), or calling (855) 847-3627.

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## When should a Member use Smart Virtual Care (Telemedicine)?

While Smart Virtual Care (Telemedicine) can be used for a myriad of non-emergency ailments such as:

Allergies	Asthma	Cold & Flu	Digestive Conditions
Ear Infections	Fever	Gout	Insect Bites
Joint, Aches, & Pains	Rashes	Sinus Infections	Skin Inflammation
Sports Injuries	Urinary Tract Infections		And more...

It is not to be used for emergency situations.

Should an emergency situation arise, Members should call 911.

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ONESHARE HEALTH, LLC (ONESHARE) IS NOT AN INSURANCE COMPANY BUT A RELIGIOUS HEALTH CARE SHARING MINISTRY (HCSM) THAT FACILITATES THE SHARING OF MEDICAL EXPENSES AMONG MEMBERS. As with all HCSMs under 26 USC § 5000A(d)(2)(B)(ii), OneShare's members are exempt from the ACA individual mandate. OneShare does not assume any legal risk or obligation for payment of member medical expenses. Neither OneShare nor its members guarantee or promise that medical bills will be paid or shared by the membership. Available nationwide, but please check [www.onesharehealth.com/legal-notices](https://www.onesharehealth.com/legal-notices) for the most up to date state availability listing.

## How much do Smart Virtual Care (Telemedicine) consults cost Members?

Smart Virtual Care consults are 100% Shared.

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## Will my Members have to talk to a Provider?

No. OneShare Health Members will complete an intuitive smart questionnaire that allows the Member to answer intake questions at their own pace concerning their symptoms. Once completed, the smart questionnaire is then reviewed by a Provider, who sends the diagnosis, treatment plan, and prescription (if needed) back to the Member via the app. In some rare cases, the Provider will initiate a call with the Member for further evaluation and/or clarification before sending their diagnosis, treatment plan, and prescription.

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## Who can download the Clever Health™ App?

Any enrolled Dependents over 18 can download the Clever Health™ App. They will have their own medical profile and be required to fill out their own medical history. As with typical medical consults, medical history is required before Members or Dependents can consult with a Provider.

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## How do my Members access Smart Virtual Care (Telemedicine) without a smartphone?

Clever Health™ Virtual Care (Telemedicine) is available to Members without access to a smartphone by calling **(833) 387-9603**. Follow the prompts to be sent a text message or continue to speak with a care coordinator.

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## Can my Members use Smart Virtual Care (Telemedicine) while away from home?

Absolutely! Since traveling can be hard on an immune system, Smart Virtual Care (Telemedicine) is available while traveling within the United States.

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## Can my Members use Smart Virtual Care while traveling outside of the United States?

No. Smart Virtual Care (Telemedicine) is not available outside of the United States.

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## Will Members always receive a prescription from the Provider?

While Providers can write prescriptions and send them to the pharmacy of the Member's choice, prescriptions are written at the Provider's discretion. Providers do not write prescriptions for DEA-controlled substances.

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## Will my Members be able to continue using their current prescription discounts?

Yes, Members can continue to utilize their Elixir RX discount, Clever Health™ discount, or Washington State prescription discount.

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## What conditions does the mental health chat help with?

After Members complete a profile, Bella the chatbot is available to connect via text messaging whenever and wherever needed, 24/7. Bella provides support in the moments needed most to boost mental health and resilience. Bella is especially good at helping with anxiety and depression.

For OneShare Health Members in a crisis situation, they should call the [Suicide Prevention Lifeline](tel:8002738255) at (800) 273-8255 for help.

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## Is the chatbot confidential and secure?

Bella the mental health chatbot meets HIPAA health care industry requirements to protect Members' privacy. Click to find more information about HIPAA, [here](#).

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## Are prescriptions part of the mental health chat resources?

No. Prescriptions are not part of the mental health chat resources.

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## Can my Members use Smart Virtual Care for their Dependents under 18? Is pediatric Telemedicine included in Smart Virtual Care?

Dependents under age 18 have access to Smart Virtual Care (Telemedicine) via a parent's Clever Health™ App by completing the smart questionnaire for the Dependent needing treatment.

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## Why can't Members access Smart Virtual Care on a desktop or laptop computer?

The Clever Health™ App is available on IOS and Android devices.

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## Is this technology easy to use? How do my Members use it?

By following the steps on the How Do I Get Started Using Telemedicine page, ([www.onesharehealth.com/en/telemedicine](http://www.onesharehealth.com/en/telemedicine)) Members will be able to use the Clever Health™ App for Smart Virtual Care.

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## Since Clever Health™ uses population health data, will my Members' health information remain private?

Yes. Members' health information is private.

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## Will Members receive a note for work or school?

Yes. Before the smart questionnaire is sent to the Provider, Members will be shown a screen that allows Members to request a note for work or school. The note will be delivered with the diagnosis and is able to be downloaded or printed.

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## What happens if my Members have technical issues with the app?

If your Members have technical issues with the app, they can call **(833) 387-9603** and **press 3** when prompted.

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## **Do my Members have to use Clever Health™ in place of their normal Provider?**

OneShare Health does not make recommendations for treatment or services to Members. Members are always free to choose the Provider that suits their needs. Smart Virtual Care visits will result in lower costs for your Members because the consult fee is 100% Shared. Membership Program Guidelines apply.

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## **What kind of Providers are on the Clever Health™ App? Are my Members talking to a call center?**

Through the Clever Health™ App, which uses asynchronous, intelligent interviews, local, licensed Providers will review the information collected and determine a diagnosis without a call center involved. For Members without access to a smartphone, they may call **(833) 387-9603** to be connected with a care coordinator.

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## **Do Smart Virtual Care (Telemedicine) questionnaires include questions about COVID-19 symptoms? Does Clever Health™ offer COVID-19 testing?**

Smart Virtual Care Providers will be made aware of COVID-19 symptoms in the questionnaire. Based on answers provided, Providers may recommend that Members obtain a COVID-19 test through their OneShare Health Program. Membership Program Guidelines apply. The Clever Health™ App, on your smartphone, is not able to test for COVID-19.

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