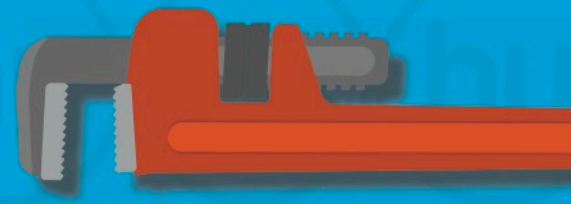


FREQUENTLY ASKED QUESTIONS



1. How do I set up my account online?

Go to member.healthiestyou.com, click "Register Now" then select the membership type. Enter the primary member's Last Name, Date of Birth (DOB) and Zip Code.

2. How do I set up my account over the phone?

Call 866-703-1259 and press #1. A HealthiestYou Customer Service Representative will verify member eligibility by using the Last Name, DOB and Zip Code. Once eligibility has been verified the representative will ask some medical questions, update any account information, and schedule a call with the doctor.

3. How do I set up my account via the app?

Search for "healthiestyou" in the App Store or Google Play. Once downloaded, click the "Register Now" button on the bottom right of the app. Then click "Primary Member" to verify your Last Name, DOB and Zip Code.

4. How do I download the app?

The HealthiestYou app can be found in the App Store or Google Play by searching "HY" or "HealthiestYou."

5. When can I call the doctor?

You can speak with a HealthiestYou doctor 24/7/365.

6. What can your doctors treat?

Our doctors are trained to treat a wide range of conditions. Some of the most common are: allergies, asthma, bronchitis, cold & flu, constipation, diarrhea, fever, headache, insect bites, joint aches, nausea, rashes, sinus infections, sore throat, UTI and more.

7. What states do you provide service to?

HealthiestYou provides services nationally within the 49 states that allow telehealth services. Services are currently unavailable in Arkansas.

8. Can you prescribe medication over the phone?

HealthiestYou doctors prescribe short-term, traditional antibiotics, antihistamines, cough suppressants, and anti-bacterial agents. Nearly 99% are generic, which is our system default when prescribing a medication. HealthiestYou does not prescribe DEA controlled substances, lifestyle drugs, pain medications, or psychotropic drugs.

9. What happens after my visit?

The doctor may give advice to manage the chief complaint or provide instructions to follow-up and treat the symptoms. If your doctor orders medication, the prescription will be sent electronically to the pharmacy you select.

What languages do you support?

10. In addition to English and Spanish, our call center staff and doctors use Language Line Solutions to provide translation services in more than 240 languages.

Do I receive anything as an employee?

11. Yes! You will be mailed a member kit that includes informative details about HealthiestYou and how to set up your account, as well as a wallet card. You don't need this card to use the service, but it's a handy reminder. Your eligibility can be verified by your Last Name, DOB and Zip Code.

¡Felicidades, Su visita acaba de poner...

¡Descarga la app!

Congratulations, your healthcare just got a whole lot easier!

DOWNLOAD THE FREE APP TODAY!

Register online at member.healthiestyou.com
Need help? Email help@healthiestyou.com

DOWNLOAD THE APP NOW!

Use the app to visit a doctor 24/7/365

866.703.1259