



DATE: April 2020
TO: All Business Managers and International Staff
FROM: Boilermakers National Health & Welfare Fund
RE: FUNDS FLASH – Amwell Sign Up Instructions for Participants on Cigna Coverage Only

As a follow up to the March 23rd Funds Flash regarding COVID-19 and how Amwell can help, we are providing important information on how to sign up to access Amwell's online providers and instructions on how to ensure that your visit is free of charge.

Be prepared and sign up in advance. To enroll, visit www.amwell.com or download the app. **Be sure to use the service key BOILERMAKERS** to ensure the visit is *free of charge* (see #3 under mobile device sign up and #4 under sign up on the web instructions).

No Cost. The Amwell telehealth benefit allows individuals to have electronic video visits with a doctor by using the web or mobile app at no cost. Amwell doctors are available 24/7.

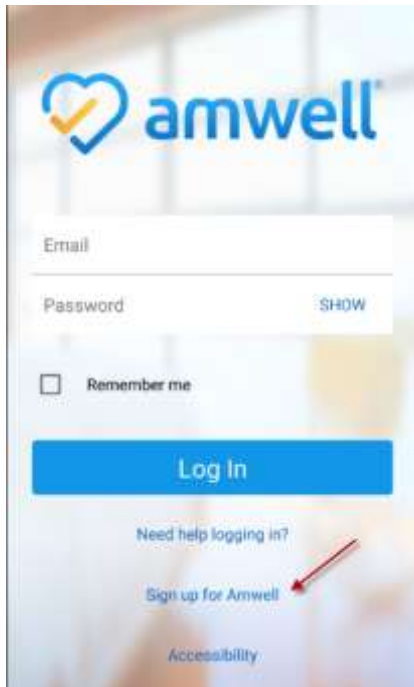
Sign up instructions are shown below. Please let us know if you have questions.

The information described above *is not* applicable for individuals who have coverage under the Fund's Medicare Advantage Plan administered through United HealthCare (UHC). These individuals can learn about the resources available to them at www.uhc.com/health-and-wellness/health-topics/covid-19.

AMWELL SIGN UP INSTRUCTIONS

Mobile Device Sign Up:

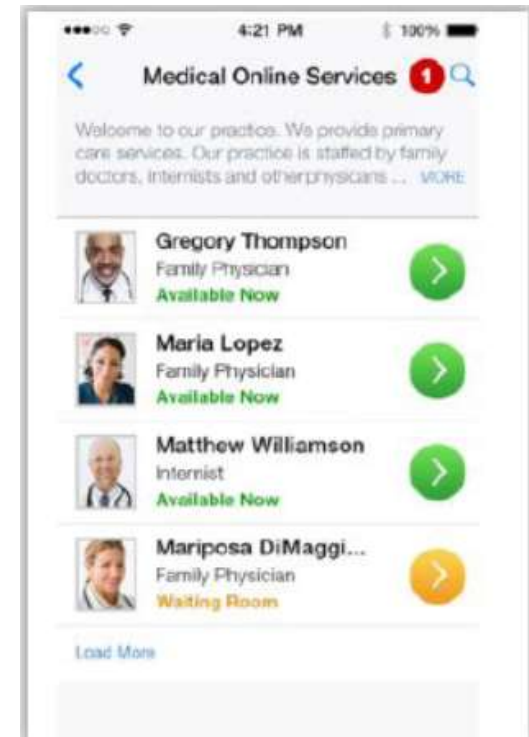
- 1) Search the app store (iPhones) or google play (Android phones) for "Amwell" and download the app.
- 2) Click "Sign up for Amwell".



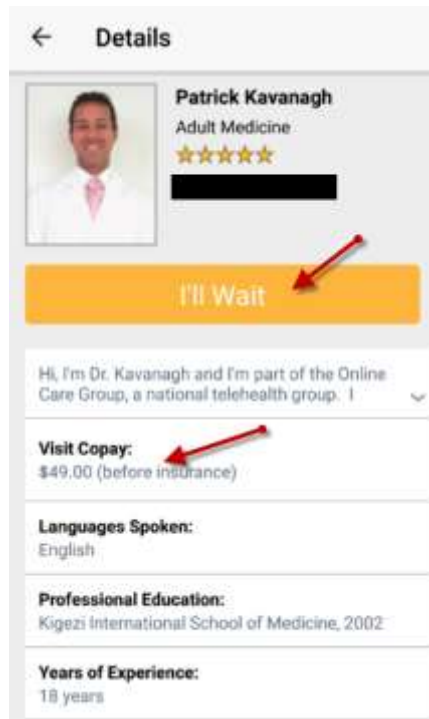
- 3) Fill out your personal information, create a password, and enter your insurance as "Cigna". **Also, you must enter "Boilermakers" for your service key under "Optional Information" to ensure the visit is free of charge. If you are required to pay for the visit, you need to go back and correct the service key.**

A screenshot of the Amwell mobile app's registration form. The form has several input fields: "Email Address*", "Confirm Email*", and "Password*". Below the password field is a checkbox labeled "I agree to the Terms of Use" with an information icon to its right. Underneath is a section titled "Optional Information" which contains a "Service Key" field and an "Insurance" dropdown menu. A red arrow points from the text in step 3 to the "Service Key" field, and a white box with the text "Enter 'Boilermakers'" is positioned over the "Service Key" field. At the bottom of the form is a large green button labeled "Continue".

- 4) When you're ready to have a visit, after signing in, you will be shown a list of available providers to choose from.



- 5) After choosing a provider, his or her information will display. The service key “Boilermakers” that you entered during sign up, will override the copay amount displayed on this page. To continue with the provider, click “I’ll Wait”.



- 6) Informational videos will display while you wait for your provider to prepare for the visit. Due to the COVID-19 pandemic, please anticipate longer than usual wait times. When the provider becomes available, the provider will appear on your screen to begin your visit.

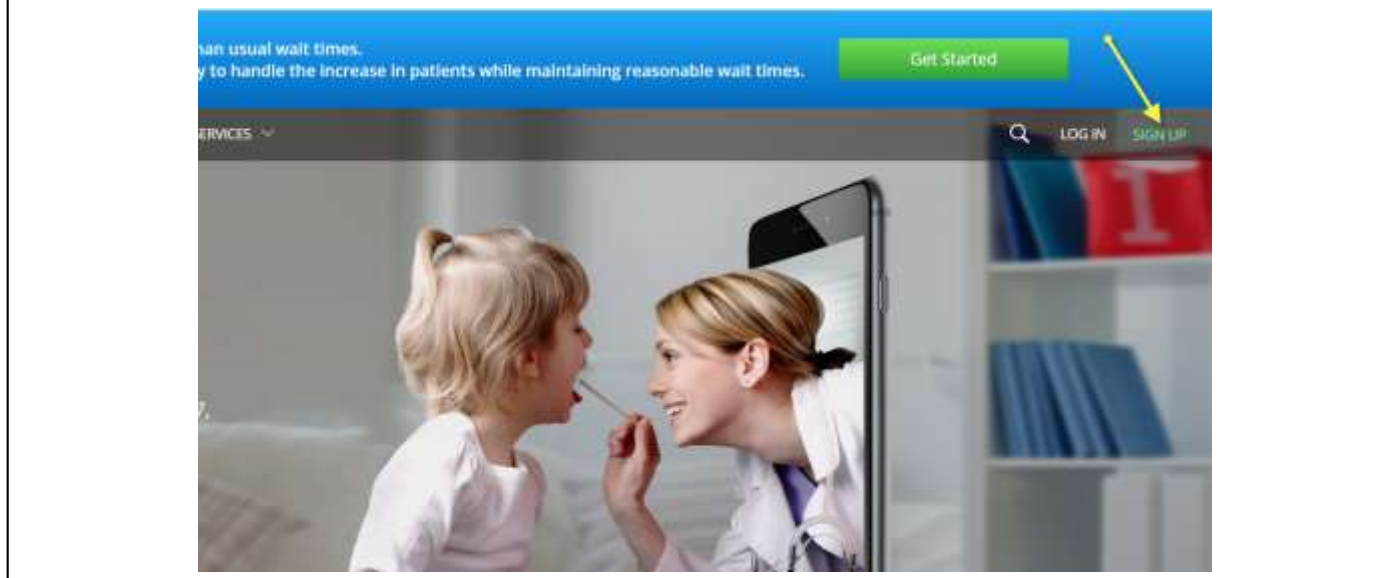


To sign up on the web:

- 1) Go to www.amwell.com and click "For Patients" at the top of the page.



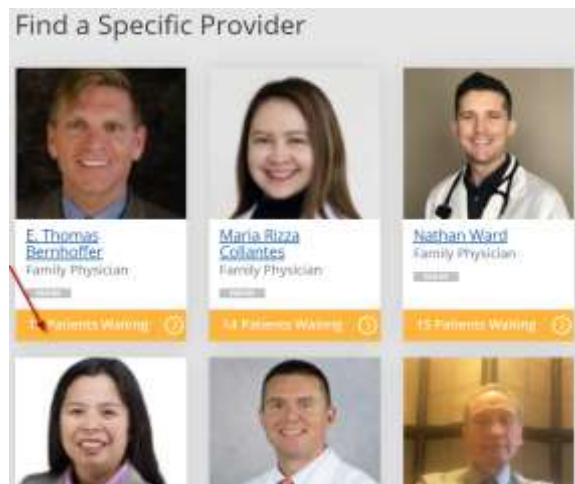
- 2) Choose "sign up" on the far right.



- 3) Enter your personal information, create a password, and click sign up.

- 4) Fill in the needed information, enter your insurance as “Cigna”, and you must enter “Boilermakers” for your service key to ensure the visit is free of charge. If you are required to make a payment, you have not entered the service key correctly.

- 5) When you're ready to have a visit, after signing in, you will be shown a list of available providers to choose from.



- 6) After choosing a provider, informational videos will display while you wait for your provider to prepare for the visit. Due to the COVID-19 pandemic, please anticipate longer than usual wait times. When the provider becomes available, the provider will appear on your screen to begin your visit.

