

# HealthiestYou

## Frequently Asked Questions

**What is the HealthiestYou website?**

[www.telehealth4students.com](http://www.telehealth4students.com)

**How do I setup my account online?**

Go to [www.telehealth4students.com](http://www.telehealth4students.com). Click "Create an Account". Enter your Student Resources ID or the primary member's First Name, Last Name, and DOB.

**How do I download the app?**

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

**How do I setup my account via the app?**

Search for "healthiestyou" in the App store or Google Play store. Once downloaded, click the "First Time Here" button on the bottom right of the app. Then select "My School" under Membership Type and follow the prompts to complete registration.

**How do I setup my account over the phone?**

Call 855.870.5858. 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 physician.

# General Medical

## Frequently Asked Questions

**When can I call the doctor?**

Students should first seek care at the Student Health Center on campus if available. Students are able to speak with a HealthiestYou physician 24/7/365 via phone, app or website access.

**What can your doctors treat?**

Our doctors are trained to treat a wide range of conditions. Some of the most common are: Acne, Allergies, Asthma, Bronchitis, Cold & Flu, Constipation, Diarrhea, Ear Infection Fever Headache, Insect Bites, Joint Aches, Nausea, Rashes, Sinus Infections, Sore Throat, UTI and more.

**Who are the doctors?**

Our physicians are U.S. board certified in internal medicine, pediatrics, family, or emergency medicine with an average of 20 years of experience.

**What states do you provide service to?**

HealthiestYou provides services nationally within all 50 states. Services may vary by state.

**What languages do you support?**

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

**Can you prescribe medication over the phone?**

HealthiestYou physicians 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.

**What happens after my consultation?**

The doctor may give advice to manage/treat 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 have selected. Students have access to their visit history and consultation notes through the message center in the mobile app.

**Do I have to pay for this service?**

Covered students under UHCSR do not have to pay for the doctor consultation. A student would be required to pay for the prescription if one is issued by the physician. Students not insured by UHC Student Resources would pay a \$55 consult fee.

**Do your doctors provide return to school notes?**

Yes. Physicians may provide return to work/school notices upon request. It is up to the physician's discretion to provide such notices.

# Mental Health

## Frequently Asked Questions

### **What is the HealthiestYou Mental Health Program?**

Mental Health Care program is a comprehensive solution offering students ongoing access to mental healthcare and prescriptions when medically necessary. The program includes mental health protocols, guidelines, emergency protocols, and Quality Assurance tailored to telehealth.

### **What kind of care will the student receive?**

Students will have access to Psychiatrist (MD), Psychologist (PhD), Counselors, Clinical Social Workers, Therapist (Masters) through HealthiestYou Mental Health. These providers will be available to the student via phone or video.

### **What are some common issues that HealthiestYou Providers assist with?**

HealthiestYou Mental Health Providers are experienced in many of the issues that students often face. Some of the most common areas are:

Addiction, anxiety, grief, child abuse, domestic violence, family therapy, depression, stress etc.

### **What medications cannot be prescribed?**

HealthiestYou psychiatrists do not prescribe mood stabilizers or stimulants. HealthiestYou recently added Abilify to the approved medication list as the only antipsychotic drug the psychiatrists can prescribe at this time. However, HealthiestYou plans to prescribe other classes of medications, including mood stabilizers and other antipsychotics, in the future.

### **When a student is traveling abroad how will they access the HealthiestYou Mental Health service?**

When a member is traveling abroad and has an existing relationship with a therapist, the member can continue to see that therapist on a short term basis. The member's change in location should be discussed with the therapist so a transition of care can be developed with the member to a local provider. Members outside the US that have not established a relationship with a provider in the US will not have access to Mental Health Care services. Psychiatrist consultations are not accessible outside of the state the provider is licensed in. Members traveling internationally or domestic, should consult with their Psychiatrist prior to traveling to discuss their medication management and transition of care.

### **Can a student set an appointment with a HealthiestYou counselor after normal business hours? (Both Schedule the appointment and actually have the appointment)**

Students can access the Mental Health service by logging into their account on the HealthiestYou mobile app and requesting a session. Students can speak with a licensed Mental Health provider seven days a week, from 7 a.m. to 9 p.m. local time to the student. Visits are requested by the student and are scheduled in advance; please note that on-demand mental healthcare is not offered.

HealthiestYou is not an "on call" counseling service; Our goal is for the student to establish an ongoing counseling relationship with the same provider over a course of services. Any scheduled after hour Mental Health visit will be at the providers discretion.

### **Can the student choose a provider based on preferences such as specialty, gender, and language?**

Yes, every student has the option to choose their provider based on licensure, specialties, gender and language(s). A brief bio and a link to the provider's URL are also provided.

### **Does HealthiestYou have an age restriction?**

You or your dependent using this service must be 18 years of age or older.

### **Where can I find my session notes?**

Students have access to their visit history and session notes through the message center in the mobile app.

### **Do I have to pay for this service?**

Covered students and eligible dependents under UHCSR do not have to pay for their Mental Health visits (\*if included in their plan). A student would be required to pay for the prescription if one is issued by the provider. Students not insured by UHC Student Resources would pay a visit fee based on provider selected.