amwell – a faster, easier way to see a doctor

Sign up with AmWell to connect with a certified provider anytime, anywhere. To do so, please follow the steps below. **Note**: you may also download the AmWell mobile app (similar information as indicate below will be asked, but may be in slightly different order).

1. Visit [www.amwell.com](http://www.amwell.com) and click on the Continue button.

2. Click on Get Started to create an account.
3. Enter your name and e-mail address, create a password, check the “I agree” box then click Sign Up.

4. Answer a few more questions to create your profile (not needed for dependent minors) then click Continue.
5. Under health insurance, in the drop down menu select **ASR Health Benefits**. Do not select Andrews University SHIP (AU’s student health insurance plan). The subscriber ID will be the ID# from your ASR ID Card. If you are not the primary subscriber (insured), then you will need to provide some information about the primary insured. The service key will be as follows:
- HDHP (High Deductible Health Plan)= asrmemberpay
- Premier and Standard plan= asrcopaywaived

Click Finish when done.

6. Click on the Get Started button.
7. Complete the patient questionnaire before your visit.

Please note:

- You will be required to enter your credit card information even if you have no copay responsibility. This information is entered when a visit is initiated.
- HDHP members will be charged the $59 visit fee (unless the visit results in an order for COVID-19 testing, then it will be covered at 100%).

For phone access call 1-844-SEE-DOCS (1-844-733-3627). For support call (855) 635-1393.