

# HealthTap FAQ's

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# General Questions



## Q. What is HealthTap?

HealthTap is a virtual healthcare provider that offers online tools to get personalized information and evaluate symptoms, as well as provide access to virtual doctor visits. Access HealthTap from the comfort of your own home to address any health concerns you may have. View the [HealthTap Activation Flyer](#) for information on how to activate your account.

Through HealthTap, Cerner Health Plan members who are enrolled in either the HRA or HSA plan can:

- See a physician 24/7 from any device via text chat or video visits
- Follow a physician-provided treatment plan, including referrals, lab tests and prescriptions
- Assess symptoms by responding to prompts with easy taps or clicks, and get a list of potential causes of the symptoms reported and guidance on next steps
- Search content from physicians, including millions of member-asked, physician-answered questions

## Q. Why did Cerner partner with HealthTap?

Cerner has partnered with HealthTap to provide an additional access point to members for virtual care delivery. We know it can be challenging to take care of yourself outside of business hours, when traveling, or across multiple worksites. Where appropriate, HealthTap can help address this challenge by providing members access to virtual primary care.

## Q. How does HealthTap credential their physicians?

HealthTap doctors go through a rigorous training and credentialing program prior to being admitted to the HealthTap network. They have an active U.S. Medical License, and their NPI number is active and in good standing.

- The doctors who provide virtual visits are U.S.-based and board-certified in primary care at a minimum. They agree to see patients greater than 1 year of age in an “Urgent Care” setting.
- The doctors who provide written content must have a current medical license in good standing. HealthTap has more than 90,000 providers across 147 specialties including pediatrics, dermatology, cardiology, pulmonology, podiatry, clinical psychology, dentistry, pharmacology and other specialties.

## Q. What services are covered without member cost-share by the Cerner Health Plan, and what services are subject to my deductible and cost-share?

Navigational Services for members in the HRA or HSA plans:	
Search an extensive library of medical advice from physicians	No cost to Cerner Health Plan Members
Check your symptoms using Artificial Intelligence (AI), and receive personalized guidance	No cost to Cerner Health Plan Members
Personalized answers to your questions within 24 hours or less from physicians across 147 specialties	No cost to Cerner Health Plan Members
Virtual Care Services for members in the HRA or HSA plans:	
Live text or video visit with a primary care physician (available 24/7)	\$49 per visit, applied to your deductible and cost-share*

\*See the [Reimbursement & Health Plan Integration](#) section for more information.

## Q. Through Virtual Care Services, can HealthTap physicians diagnose and treat anything?

HealthTap physicians delivering Virtual Care Services can diagnose and treat many conditions that your primary care physician would, including allergies, cold and flu symptoms, skin problems, sexually transmitted infections, muscle sprains and strains, stomach and digestive issues, vaginal or menstrual issues, and many more.

# Using HealthTap

## Q. Who can use HealthTap?

HealthTap is available to all Cerner Health Plan members enrolled in either the HRA or HSA plan. Members must be at least 18 years old to access Virtual Care Services with their own account. Registered primary subscribers may use their HealthTap account for the benefit of dependents under the age of 18.

## Q. How do I activate my HealthTap account?

View the [HealthTap Activation Flyer](#) for information on how to activate your account.

- Members ages 18 and older will sign up using their unique Cerner Health Benefit Member Identification Number.
- Members under the age of 18 will automatically be added to the primary subscriber's account (under "people you care for").

## Q. When should I use HealthTap?

HealthTap is designed for primary healthcare concerns or situations that are not urgent or life-threatening. In some cases, HealthTap physicians might recommend a follow-up visit with a specialist, or an in-person visit with your primary care provider. For emergencies, call 911 or visit the nearest emergency room.

## Q. Do I have to use HealthTap?

HealthTap is a virtual option available to health plan members enrolled in either the HRA or HSA plan as another access point for care delivery. There is no requirement to use HealthTap. Accessing HealthTap is intended to supplement your existing provider relationships.

## Q. What kind of equipment do I need to talk to a doctor online?

You can talk to a doctor by text or video using a smartphone, tablet or computer.

## Q. Which devices and browsers support HealthTap?

Any Android device or iPhone, iPad or iPod touch on which you can download applications can support HealthTap. View [Operating Systems](#) for more information on browsers and versions.

## Q. How do I schedule a HealthTap appointment?

You can connect with a HealthTap doctor any time, in less than one minute, from the HealthTap app. There is no need to schedule in advance. View [Visit Instructions](#) for a step-by-step guide for accessing HealthTap.

## Q. Can I access HealthTap through my Healthe at Cerner account?

You cannot currently access HealthTap through your Healthe at Cerner account.

## Q. How do I reset my password?

Resetting or changing your password on HealthTap is simple if you're a member. To reset your password while logged out, go to the HealthTap login page and click "Forgot your password."

## Q. Can I use HealthTap from any state in the U.S. and when traveling domestically?

You can access HealthTap 24/7 for your health needs anywhere in the United States, except Alaska. On-demand virtual visits are directed to a licensed physician in the state in which you are located at the time of the visit.

## Q. Can I use HealthTap when I'm traveling outside of the U.S.?

You can access your HealthTap account 24/7 for Navigational Services, such as searching medical information, completing a self-assessment through the AI symptom tracker, or posting questions to physicians.

Virtual visits are available in all countries through the HealthTap app, but you will connect with a U.S.-board-certified doctor. When you connect with the doctor for a virtual visit, they will not be able to prescribe you medications or order lab tests. They will only be able to provide you with a medical evaluation and make recommendations.





# Using HealthTap (cont.)

## Q. What are some common conditions for which I can utilize HealthTap virtual visits?

HealthTap virtual visits are commonly used by HealthTap customers looking for help addressing the following health issues:

- Abdominal Pain
- Acute Bronchitis
- Acute Conjunctivitis
- Acute Cystitis
- Acute Pharyngitis
- Acute Sinusitis
- Allergies
- Asthma (Stable/Non-Emergency)
- Athlete's Foot
- Back Pain
- Bee Sting
- Bladder Infections
- Cellulitis (Skin Infection)
- Cold
- Cough
- Diarrhea
- Dry Scalp
- Dry Skin (Eczema)
- Eye Irritation
- Fever
- Genital Lesions
- Hay Fever
- Headache
- Heartburn (Gastroesophageal Reflux Disease, or GERD)
- Influenza
- Lab Interpretation
- Lice
- Nasal Congestion
- Nausea
- Nosebleed
- Painful Urination
- Pink Eye
- Poison Oak/Poison Ivy
- Rash
- Respiratory Infection
- Rolled Ankle
- Scabies
- Seborrheic Dermatitis (Dry Scalp)
- Skin Infection
- Sports Injuries
- Strep Throat
- Travel Medicine
- Upper Respiratory Infection
- Urinary Tract Infection
- Vaginal Itching
- Yeast Infection

## Q. When is it inappropriate to use HealthTap?

HealthTap virtual visits are not intended for use in medical emergencies. If you are experiencing a medical emergency, please call 911 and/or go to the emergency room of a nearby hospital or medical clinic. For example, if you experience any of the following medical issues, go immediately to an emergency room:

- Chest Pain or Pressure
- Convulsion or Seizure
- Difficulty Breathing
- Mental Health, Behavioral Health, Addiction Issues
- Moderate to Severe Burn
- Pain Medication Overdose or Reaction (Narcotics)
- Poisoning
- Serious Head, Neck or Back Injury
- Serious Limb Impairment or Broken Bone
- Significant, Uncontrolled Bleeding
- Suicide Ideation
- Unconsciousness
- Any Other Critical or Life-Threatening Situation





# Navigational Services

## **Q. What kind of content is available on HealthTap?**

HealthTap has an extensive library of member-asked, physician-answered questions on health-related topics and symptoms. You can search this content and often find questions and answers that address your concern or answer your question.

## **Q. Can I ask a medical question to a physician without doing a virtual visit?**

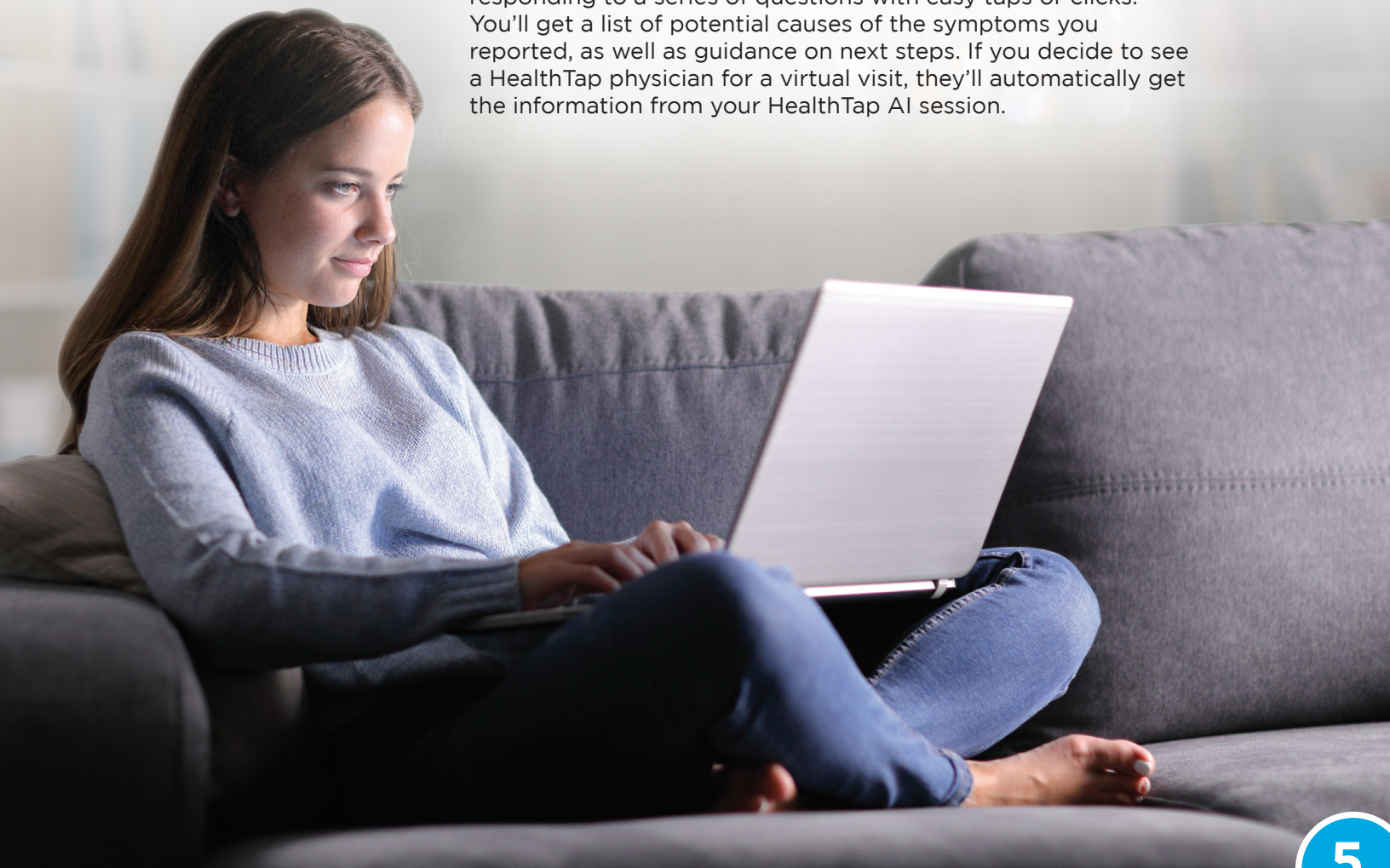
Yes. You can submit a written question on HealthTap, and you will get a personalized answer from a qualified physician in 24 hours or less. Asking a question is 100% anonymous.

## **Q. Can I ask a medical question to a physician without paying a fee?**

Yes. You can ask anonymous health questions at no cost with HealthTap's "Ask Physicians Your Question" feature. HealthTap physicians are available to answer these questions 24/7, 365 days a year. The feature is designed for general health questions and not a conversation between a patient and a physician. Questions and answers are published on HealthTap and can be searched and viewed by all HealthTap members. As such, please refrain from using any personally identifiable information in your question, such as your name, address, phone number, email address, etc. If you would like to discuss a specific health matter with a physician, please consider a virtual physician visit.

## **Q. Can I self-assess my symptoms?**

Yes. You can use HealthTap AI to assess your symptoms by responding to a series of questions with easy taps or clicks. You'll get a list of potential causes of the symptoms you reported, as well as guidance on next steps. If you decide to see a HealthTap physician for a virtual visit, they'll automatically get the information from your HealthTap AI session.



# Virtual Care Services

## **Q. Can I share pictures with my physician?**

Yes. You can share files with your physician during your visit. Doing so may help the physician provide a better diagnosis and treatment plan. If you're using a computer, click the upload icon to the left of the chat box.

## **Q. How does HealthTap keep my data secure?**

HealthTap subjects its security systems to the most stringent technology and healthcare industry standards, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Members have complete control over who sees their medical information.

## **Q. Who can see my HealthTap record?**

Your HealthTap record will be available to you and the HealthTap physicians that you are meeting with. You can choose to download a PDF of your visit from your HealthTap "My Record" if you want to share information directly with any external physician.

## **Q. Will anyone at Cerner have access to my HealthTap information, or know I have used HealthTap?**

Like with any physician visit, HealthTap will send limited information to Cerner HealthPlan Services (CHPS) with the date of your virtual visit and member identifier, in order to apply your virtual visits to your deductible and cost-share. No one, including Cerner's HR and Benefits team, has access to other activities, including searches, written questions and HealthTap AI assessments.

## **Q. What if a HealthTap physician thinks I need a strep, flu or COVID-19 test? Where do I go? How will it be paid for?**

HealthTap physicians will provide recommendations of where you can seek follow-up care after your visit. You may view the recommendations and decide where you would like to receive additional care or diagnostic tests. Any additional care, services and testing are subject to normal plan rules. You are also responsible for ensuring your follow-up physician participates in your Cerner Health Plan network.

## **Q. Can HealthTap physicians write prescriptions?**

Yes, HealthTap physicians can write medically necessary prescriptions, as well as order lab tests and other procedures. Prescriptions are sent to the member's preferred pharmacy, including Cerner's Healthe Pharmacy.

## **Q. What medications cannot be prescribed by a HealthTap physician?**

Telehealth physicians cannot issue prescriptions for certain medications, including:

- Prescriptions for narcotics or DEA (Drug Enforcement Administration) controlled substances (Schedule I, II, III, IV)
- Prescriptions for medications that are restricted by states
- Prescriptions for medications for psychiatric illnesses
- Prescriptions for lifestyle medications such as erectile dysfunction or weight loss medications

## **Q. Can I get a laboratory test ordered by a HealthTap physician?**

HealthTap physicians can order lab tests as a result of your virtual visit. HealthTap has partnered with Quest Diagnostics, the world's leading provider of diagnostic testing. Quest services range from routine blood tests such as total cholesterol and white blood cell count, to Pap testing, to complex gene-based and molecular testing. Any additional care, services and testing are subject to normal plan rules. It is your responsibility to ensure that the physicians you use in the community are in-network physicians.

## **Q. How can I view my laboratory test results?**

Once the lab test has been ordered and displayed in the summary note section of the virtual visit, you will have the option to schedule an appointment with a local Quest Service Center that is convenient for you. You will be taken to the Quest website to find a local test center and schedule an appointment. The status of your lab test is always available in the virtual visit transcript. The status listed will either be "waiting for results" or "available." Once the lab test result status changes to available, you should receive a notification in your HealthTap account.



# Virtual Care Services (cont.)

## **Q. Where can I access my visit summary following a virtual visit?**

Once you complete a medical visit with a physician, you can access a PDF summary of your visit at any time in HealthTap under “Past Visits.” This summary includes the sections:

- Consulting physician
- Patient details
- Reason for visit stated by the patient
- Physician’s assessment and plan for the patient
- Physician’s note

## **Q. Will my HealthTap information be shared with my Healthe Clinic Physician?**

Not at this time. If you receive care from HealthTap and need additional follow up with your primary care physician at the Healthe Clinic, you can reach your care team directly by logging into [healthatcerner.com](http://healthatcerner.com) or by calling 816.201.CARE (2273). To share your HealthTap visit notes, you can download a PDF of your visit from your HealthTap My Record and send to your care team through your Healthe at Cerner account, or you can fax them to the Clinic at 816.448.0020.

## **Q. If I have a visit with a HealthTap physician and like them, may I see that same physician for follow up or other acute illness?**

Unfortunately, not at this time. We will advise members if the ability to see the same physician becomes available in the future.

## **Q. How do I add my preferred pharmacy?**

Under your profile, select “Add Preferred Pharmacy.” You can also add your preferred pharmacy information right before you start a virtual visit with a physician.

## **Q. Is HealthTap only accessible in English?**

HealthTap is currently available in English only. We will advise members if other languages become available in the future.

## **Q. Who should I talk to if I’m unhappy with my HealthTap experience?**

If you need assistance or would like to share your experience, the HealthTap support team is available 24/7. You can reach them by email at [support@healthtap.com](mailto:support@healthtap.com), by using this [link](#), or for immediate concerns by phone at 650.376.6110.



# Reimbursement & Health Plan Integration

## **Q. How much does a HealthTap virtual visit cost?**

For the 2021 plan year, a HealthTap virtual visit is \$49 per visit. This is a covered service under the Cerner HRA and HSA plans, and it is subject to your deductible and cost-share.

## **Q. Does HealthTap know if I'm covered by the Cerner HRA or HSA Plan?**

You must set up your account using the link provided in your email invite, or by using the Cerner Health Plan activation code in order for HealthTap to know you are affiliated with Cerner. During the sign-up process, you will be asked to provide your Cerner Health Benefits Member Identification Number to verify you are covered by the Cerner HRA or HSA plan and eligible for HealthTap. Dependents under the age of 18 will automatically be added to the primary subscriber's account once it is created. HealthTap is not available to associates and dependents who are not covered under the Cerner HRA or HSA plan.

## **Q. How does the payment and reimbursement process work?**

While a participating provider with the Cerner Health Plan for both the HRA and HSA plans, HealthTap is not currently able to submit an actual claim on your behalf. Upon activating your account, you will enter your credit card information. Should you have a virtual visit through HealthTap, you will be charged the \$49 fee on that credit card. HealthTap will send limited information to Cerner HealthPlan Services (CHPS) with your date of service and member identifier.





# Reimbursement & Health Plan Integration

## (cont.)

### HRA PLAN MEMBERS:

For those enrolled in the HRA plan, if you are in your deductible phase and have FSA/HRA dollars available, you will receive reimbursement directly from CHPS through the mail or via direct deposit if you have enabled it. If you are in your cost-share phase or have met your annual maximum, Cerner HealthPlan Services will reimburse you for what the Cerner Health Plan pays.

**If your deductible has not yet been met** and you have a consultation with a HealthTap physician, you will be charged the \$49 fee on your credit card.

- If you have FSA/HRA dollars available and have not opted out of auto-pay, within 20 business days you will receive reimbursement from CHPS, through mail or direct deposit, for the amount that your FSA/HRA dollars are able to cover of your \$49 fee. This amount is also applied to your deductible.
- If you have opted out of auto-pay, no reimbursement will be processed through FSA/HRA dollars, and the amount paid will be added to your deductible. You will have the opportunity to manually submit a claim for reimbursement from your FSA/HRA.

**If your deductible has been met** and you have a consultation with a HealthTap physician, you will still be charged the \$49 fee on your credit card. Within 20 business days, you will receive reimbursement from CHPS, through mail or direct deposit, for the portion of the visit cost that the health plan covers. If you are in your cost-share phase, the plan will reimburse you 80%. Your 20% cost-share will be reimbursed back to you from your HRA/FSA if you have funds available.

- If you have opted out of auto-pay, no reimbursement for your cost-share will be processed through FSA/HRA dollars. You will have the opportunity to manually submit a claim for reimbursement from your FSA/HRA.
- If you have met your annual maximum, the plan will reimburse 100%.

### HSA PLAN MEMBERS:

For HSA plan members, **if you are in your deductible phase:**

- You can use your HSA debit card through HSA Bank to cover the cost of your visit.
- You can also reimburse yourself through HSA Bank's online bill pay feature.
- The cost of your visit will be applied to your deductible.

**If you are in your cost-share phase or have met your annual maximum:**

- Cerner HealthPlan Services will reimburse you for what the Cerner Health Plan pays.
- If you used your HSA Bank debit card at the time of service, you may be required to deposit back into your HSA any reimbursement received from the Cerner Health Plan to avoid any penalty or income tax for a non-qualified distribution. For this reason, you may find that paying with a credit card, and not your HSA Bank Debit Card, makes the most sense. Consult with your tax advisor for more information.

#### **Q. How long will it take for the Cerner Health Plan to reimburse me for my HealthTap visit?**

Cerner HealthPlan Services will reimburse you for the portion of the visit that the health plan covers within 20 business days of your virtual visit.

#### **Q. Can I use HealthTap if I don't have insurance through Cerner, or am covered by Bind?**

Cerner's Health Plan has contracted directly with HealthTap for Cerner Health Plan members only who are enrolled in either the HRA or HSA plan. If you are enrolled in Bind, you can access virtual care services through Doctor on Demand – learn more on [MyBind.com](https://www.mybind.com). If you are not a Cerner Health Plan member, you can purchase HealthTap directly at <https://www.healthtap.com/for-members>.



**Need help?** Visit [healthtap.com/support](https://healthtap.com/support),  
Email [support@healthtap.com](mailto:support@healthtap.com), or Call 650.376.6110.

**Health plan or reimbursement questions?**  
Contact Cerner HealthPlan Services at 877.765.1033.