

JPS Employee Virtual Care

Frequently Asked Questions



What is JPS Virtual Care?

An affordable and convenient way to resolve routine medical conditions with online doctor visits. Our secure technology allows you to use your smartphone, computer or tablet to see a doctor without having to leave your home. With video, providers can engage with you to diagnose your health concerns and provide an effective treatment plan.

Who are the doctors?

A national network of board-certified doctors who are licensed and credentialed to work in Texas, 24 hours a day, 365 days a year.

How long is a typical online doctor visit?

Visits can be as long as you need, but typically last 10 minutes – the amount of time needed to handle most medical issues.

What cannot be treated through virtual care?

Serious, chronic or life-threatening conditions such as:

- Seizures
- Chest pain
- Neurological symptoms suggesting a stroke
- Difficulty breathing
- Dizziness or loss of consciousness
- Sudden bleeding
- Choking or gagging
- Severe hypertension or hemorrhoids
- Head injury
- Possible broken bones
- Cancer
- Patients who want to hurt themselves (suicidality)
- Patients who want to hurt others (homicidality)
- Schizophrenia or hallucinations
- Ongoing medication refills
- Diabetic conditions

If you have any of these symptoms or other serious medical concerns, please call 911 or go to the nearest emergency room.

If my condition cannot be treated through virtual care, can I still discuss it with a doctor?

If it is not an emergency condition, yes. Online doctors can provide medical advice and help you work through treatment options.

Can a doctor order lab tests for me?

Virtual care doctors cannot order lab tests because online visits are difficult to follow up, so they would not be able to obtain and interpret test results. Instead, they may suggest following up with your in-person provider to obtain a test.

Can an online doctor be my regular provider?

Unfortunately, no. Online doctors are there to support your care between office visits, such as when you are traveling or have a non-emergency health condition.

Can I add my spouse to my account?

Yes, but to keep health information private, each adult must create their own account.

Can my kids see a doctor on JPS Virtual Care?

Yes. Dependents (children) may be added to your account.

Do I need to schedule an appointment?

No appointment is necessary. When you log in, you'll be able to select from a list of available doctors. If none are available, you will be placed in a "waiting room" and notified by text message when a doctor is available.

How much does an online doctor visit cost?

The cost of a visit is \$25. Visits may cost even less as some employers and insurance companies cover virtual care.

How do I file a claim for reimbursement and/or credit towards my deductible?

When you log in, click on the tab at the top called "My Records", click "Previous Visits", then click on the visit for which you would like to submit a claim. Once the visit details opens, a link will appear to view the claim receipt which you can print or save as a PDF. The receipt will be generated as soon as the provider completes the wrap-up process with the visit.

For Cigna insurance plans, log onto your Cigna account. Go to: Manage Claims & Balances>Related Links>Your Claim Forms>Medical. You will need the claim receipt from your virtual care visit to submit for credit toward your deductible and out-of-pocket maximum.

Does my payment cover prescriptions and labs?

This cost does not include the cost of prescriptions, follow-up lab work or follow-up visits.

What if I don't have health insurance?

JPS Virtual Care services do not require insurance. Your credit card will be charged \$25 for the visit.

Can online doctors prescribe medication?

Yes, they can. To get the best value, have your prescriptions filled at a JPS pharmacy. Otherwise, you can still pick up your prescription at any CVS or Target pharmacy. Please note that online doctors cannot prescribe:

- Controlled substances (narcotics, anxiety medications, ADHD medications)
- Muscle relaxants
- Medications for erectile dysfunction
- Any additional state specific controlled medications (additional pain medications, pseudoephedrine)

Can a virtual care doctor order a prescription refill?

Online doctors will assess your health history and, at their sole discretion, decide whether a refill is safe at this time or whether you should see your physician in person. Be sure to share any information that may help facilitate your refill, such as recent lab tests or blood pressure readings.

Will my primary care provider (PCP) be notified about my virtual care visit?

After the visit, you will have the option to share your after-visit summary with your PCP. If you choose to share it, JPS Virtual Care will fax or electronically send it for you. You may also choose not to share it. The choice is yours.

Can I get a sick slip or doctor's note?

Yes. During your visit, just ask the doctor to write you a doctor's note and you will get a secure message with the note attached. The note will be stored in your account, under both secure messages and past visits. If you're having trouble printing the note from mobile you can log in through the desktop version and print directly from there.

Can medical forms (FMLA forms, disability forms or handicap/DMV documents) be filled out?

No, online doctors can only provide simple forms like sick slips or back to work/school documents. Be sure to request them before ending your conversation. Please note that online doctors cannot provide more substantial documents like FMLA forms, disability forms or handicap/DMV documents as they require an in-person evaluation.

Can I see an online doctor if I am in another state?

Yes, just make sure to select the state you're in under "My Location" to see doctors licensed for that state. On the app, you may choose to update your current state based on mobile geolocation. Online doctor visits are permitted in every state nationwide.

Can I see an online doctor if I am traveling outside of the United States?

No. While we hope to soon be available internationally, we currently only operate in the United States.

Is my online doctor visit private and secure?

Yes, we feel it is of utmost importance to maintain patient privacy and keep information secure. JPS Virtual Care is designed to be a private, secure, HIPAA-compliant tool that allows you to safely and confidentially consult with a doctor online.

I don't have a smartphone or computer. Is there another way to talk with a doctor?

Yes, dial [1-844-SEE-DOCS](tel:1-844-SEE-DOCS) to connect with agents who can help you with any needs including enrollment, connecting with a doctor or answering technical support questions.

I have a question that isn't listed here. Can you help me?

Absolutely. Email jps.support@americanwell.com or call [800-428-3461](tel:800-428-3461). We have highly trained health service specialists standing by to take your call, 24/7.