

## How to Use NowClinic® Virtual Visits for HPN Members?

VIDEO [Young woman sitting and looking at her cell phone. Soft background music is playing]

NARRATOR As a member of Health Plan of Nevada, you have access to NowClinic virtual visits. A quick and easy way to see a provider for nonlife-threatening and non-urgent medical conditions 24/7. Let me show you how.

VIDEO [Search engine page is shown on phone]

NARRATOR First, search and install the NowClinic app.

VIDEO [NowClinic App is pulled up on the installation page of the phone]

NARRATOR Then you'll the install the app that's right for you, Android or iOS.

VIDEO [Phone page changes between Android and iOS installation pages. Install button is highlighted, then Open button is highlighted]

NARRATOR From there you'll get to the sign-up screen.

VIDEO [Signup screen is shown on phone with Log In and Sign Up choice boxes]

NARRATOR Select Sign Up.

VIDEO [Sign Up button is highlighted and phone screen switches to About You screen asking for user email address, password, and a toggle to agree to the Terms of Use. Service Key and Health Plan fields appear under an Optional Information banner at the bottom of the screen]

NARRATOR Now tell us a little about yourself and select I agree to the terms of use. Don't worry about the service key option.

VIDEO [Continue button is highlighted and screen switches to About You screen. Required fields highlighted with an asterisk are First Name, Last Name, Date of Birth and Gender. Current location of Nevada is shown towards the bottom of the screen with a Continue button]

NARRATOR Now go ahead and set your preferences.

VIDEO [Phone screen asks if you want to set Touch ID with Not Now and Enable buttons shown. Enable button is highlighted. Phone screen asks if you would like for "NowClinic" to send you notifications with Don't Allow and Allow buttons at the bottom. Allow button is highlighted.]

NARRATOR When you get to this screen



VIDEO [Sync your Health information page appears with Sync and No Thanks buttons at the bottom]

NARRATOR choose No Thanks.

VIDEO [phone screen switches to Services page with Services, Calendar, My Health, Messages and More buttons at the bottom]

NARRATOR Here on the Services page, you're going to select the More option at the bottom right of the screen.

VIDEO [phone switches to Settings screen with choices for My Account, My Children, My Insurance, My Location, My Preferences, Payment Information, Service Keys, FAQ, About and Log Out]

NARRATOR Now select My Insurance

VIDEO [My Insurance option is highlighted]

NARRATOR and enter your plan.

VIDEO [phone switches to Insurance screen and a field to add or edit your health insurance. Health Plan of Nevada (HPN) is highlighted and the Done button is then highlighted]

NARRATOR From there you will enter your Subscriber ID,

VIDEO [Insurance screen asks for Subscriber ID\*and the information button is clicked. Screen switches to Insurance Example page showing a Sample ID Card with the Member ID highlighted at the top]

NARRATOR which is the 11-digit member number from your plan ID card without hyphens or dashes.

VIDEO [Done button is highlighted on the Insurance Example page and screen switches back to Insurance page]

NARRATOR You're now ready to begin your NowClinic virtual visit.

VIDEO [Save button at the top of Insurance page is highlighted and phone screen switches back to main NowClinic Services page]

NARRATOR It's just that easy!

VIDEO [screen switches back to young woman on phone raising her hand in the air]



VIDEO [If you have a life-threatening situation, call 911 or go to the nearest hospital emergency room. NowClinic is not intended to address emergency or life-threatening medical conditions. Please call 911 or go to the emergency room under those circumstances. NowClinic services may be covered by some health plans; copays and deductibles may apply. Members under the age of 18 must have a guardian contact NowClinic customer support for assistance in enrolling for their account. Customer support can be reached at 1-877-550-1515. Health plan coverage provided by Health Plan of Nevada.]

VIDEO [We do not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free phone number listed on your health plan ID card or plan documents.

Español (Spanish)

Tiene derecho a recibir ayuda e información en su idioma sin costo. Para solicitar un intérprete, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de identificación del plan o los documentos de su plan.

Tagalog (Tagalog)

May karapatan kang makakuha ng tulong at impormasyon sa sinasalita mong wika nang libre. Upang humiling ng interpreter, tawagan ang toll-free na numero ng telepono para sa miyembro na nakalista sa iyong ID card sa planong pangkalusugan o sa mga dokumento ng plano.]



HEALTH PLAN OF NEVADA  
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