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HealthiestYou
Frequently Asked Questions

What is HealthiestYou?
HealthiestYou is a healthcare service that offers convenient, confidential access to quality doctors 24/7, anytime, anywhere.

By scheduling a visit with one of our U.S. board-certified and licensed medical doctors, you can be diagnosed, treated, and prescribed medication if necessary.

What can I use HealthiestYou for?
HealthiestYou can help you with everyday, non-emergency healthcare issues, including sinus problems, allergies, flu symptoms, and much more. Skip the waiting room and the trip to the ER. We're here to help you feel better, faster, and get you back to living your life.

Does HealthiestYou replace my doctor?
No. HealthiestYou doesn't replace your primary care doctor. HealthiestYou should be used for non-emergency illnesses when it is not convenient to get to the doctor or it is outside of regular office hours.

How do I set up my account?
Download the HealthiestYou app, visit the website, or call the number below to set up your account.

Do I need to have my insurance information available?
No. HealthiestYou is a separate benefit, and your insurance information is not required to have a visit.

How do I access HealthiestYou?
The service can be accessed by app, web, or phone, and visits are available by phone or video.

Can my family use HealthiestYou?
This varies depending on your specific HealthiestYou plan. Most plan designs allow you to use the HealthiestYou service for you, your spouse, and your dependents. Dependents over 18 years old must call our service center to request a visit. For dependents under 18 years old, the primary account holder must request a visit on their behalf through the app, website, or by phone.

How much does it cost?
Free—there are no visit fees when using HealthiestYou for everyday medical care.

Is there a time limit when talking to the doctor? And am I charged more for taking longer?
There is no time limit for visits, and there is no extra charge for longer doctor visits.

Who are the HealthiestYou doctors?
HealthiestYou doctors are U.S. board-certified internists, family doctors, and pediatricians. They average 20 years of experience and are licensed to practice in your state.

Can HealthiestYou physicians prescribe medications?
Yes, when medically appropriate, doctors can prescribe medications. If a prescription is not required, the doctor may provide the member with instructions for managing symptoms or following up with their primary care doctor.

Can my primary care doctor get a record of my HealthiestYou visit?
With your consent, we'll send an electronic copy of your HealthiestYou visit to your primary care doctor.

Can I use HealthiestYou while traveling?
HealthiestYou is available in all 50 states, so you can use the service while traveling within the United States. Some restrictions may apply.

Who should I contact if I have questions or encounter an issue?
We aim to make your experience with us as seamless as possible. If you have any further questions or encounter an issue, please visit our website at HealthiestYou.com or call our member services team at 1-866-703-1259.

Download the app to talk to a doctor 24/7

Download the app Download on the App Store GET IT ON Google Play

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