



CareAccess
Live

made available through
aetna

Helpful hints and FAQs

What is CareAccess Live?

It's a text-based virtual care program that lets Aetna Memorial Hermann and Texas Medical Neighborhood plan members get in touch with a doctor instantly. You can securely send messages or photos to the doctor. You can even video chat.

Instead of waiting to go to a doctor's office to get answers, use CareAccess Live. You'll get answers to medical questions as soon as you have them. **Chat with primary care doctors and specialists alike within seconds.**

All doctors have licenses to practice across the U.S.

How does it work?

The CareAccess Live experience is similar to texting. After you register, start messaging with a doctor just like you'd text a friend. You may also share images or video chat if needed. Start and stop your care conversations throughout the day. You can use the platform as often as you'd like.

When should I use CareAccess Live?

Use CareAccess Live when you or your dependents:

- Feel sick, but it's not an emergency
- Have a minor injury
- Have general medical questions
- Want to refill a prescription (controlled substances, non-therapeutic and certain other drugs may not be available)

Examples of conditions to chat about:

- Coughs, fevers, sore throat
- Earaches, stomach pain, diarrhea

- Rashes, allergic reactions, animal/insect bites
- Back/abdominal pain
- Sports injuries, burns, heat-related illness
- Urinary tract infections
- General or more serious health questions

*Remember, if you're experiencing an emergency, dial **911**.*

Where and when is CareAccess Live available?

CareAccess Live is available anywhere you use the Internet. It's open 24 hours a day and 7 days a week.

To get the best care experience, download the CareAccess Live app. Just search for "CareAccess Live" in the App Store® for iOS mobile devices or Google Play™ store for Android devices.

You can also go online to app.CareAccessLive.com/sign-in to use CareAccess Live.

How do I register for CareAccess Live?

First, download the CareAccess Live app or click "Register" on the CareAccessLive.com web page. You'll go to a registration form. Be sure you have these details handy:

- Date of birth
- Email address
- Aetna member ID number (on your member ID card)

After entering your details, you'll get an email telling you how to finish setting up your account. (If you don't see the

email in your inbox, check your spam folder.)
After you finish the setup, you can log in and chat with a doctor right away.

Questions about how to register for CareAccess Live?
Contact support@cirrusmd.com.

What technology do I need to use CareAccess Live?

From a mobile device:

- An iOS device (iPhone 5s/iPad 4th generation or newer) with the latest operating system (iOS 11+) and the CareAccess Live iOS app installed
- An Android device (less than 2 years old) with at least Lollipop 5.1+ and the CareAccess Live app installed

From a computer:

- Desktop or laptop computer (ideally less than 3 years old)
- PC operating system: Windows 7+; or Apple operating system: OS X 10.6+
- Desktop web browser: preferably Google Chrome, Safari, or Firefox
- Webcam (most computers have a built-in webcam)
- Microphone (most computers have a built-in microphone)
- High-speed internet connection of at least 3.0 Mbps download/1.0 Mbps upload

Can my spouse or children use CareAccess Live?

Yes, your spouse and child(ren) over age 18 can use CareAccess Live. They'll each need to create their own account using their unique Aetna member ID number.

A parent or legal guardian can set up an account for a child under age 18. That person must also take part in any care provided to a minor.

Are there any copays or other charges I have to pay to use CareAccess Live?

There is a \$0 cost share for HISD members enrolled in the Memorial Hermann and Texas Medical Neighborhood plans. Check with your health plan for details.

For questions, contact support@cirrusmd.com.

Do doctors have access to my health information?

When you register, you'll have the option to fill out your basic medical history. This history is just like what you'd give at a regular office visit. After you fill this out, the doctors you chat with will see this information.

Who are the CareAccess Live providers?

The doctors you'll be in touch with are board-certified and credentialed physicians. Each has a license to practice across the U.S. They are part of the CirrusMD Provider Network.

Is CareAccess Live secure?

Yes. The program uses CirrusMD technology. It complies with the Health Insurance Portability and Accountability Act (HIPAA). And it's certified for security by the Health Information Trust Alliance.

Who is CirrusMD?

CirrusMD is the market leader in text-first virtual care delivery. They build, maintain and support the technology that powers CareAccess Live. Aetna works with CirrusMD to give you easy, instant access to high-quality care.

*Or as specified by state or federal regulation.

For self-funded plans, coverage is offered by your employer and administrative services are provided by Aetna Life Insurance Company (Aetna). CareAccess Live is not available to all members. CareAccess Live physicians are independent contractors and are not agents of Aetna. Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna). Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna plans. Google Play and the Google Play logo are trademarks of Google LLC. Apple and the Apple Logo are registered trademarks of Apple Inc.