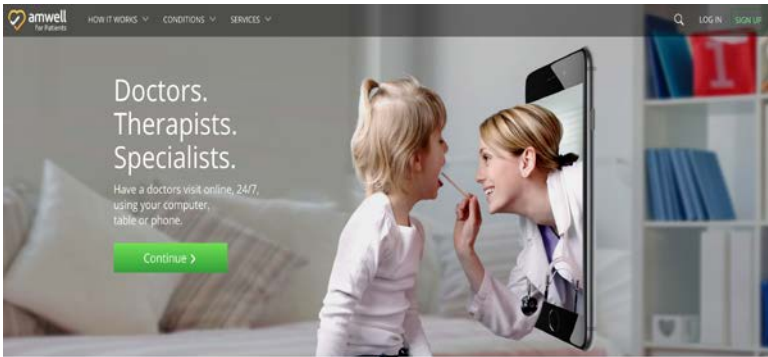


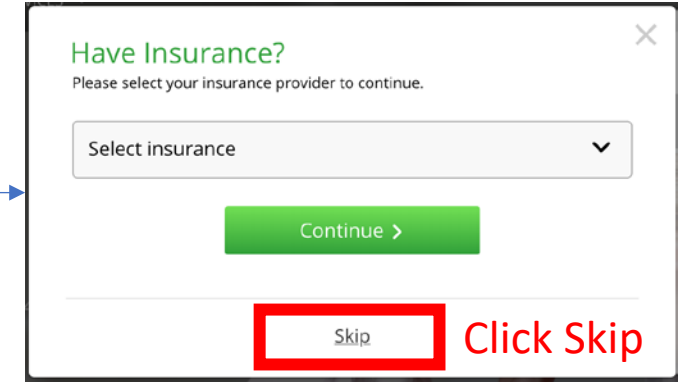
Important information for Oxford Members – How to access a virtual doctor visit at no charge using your Oxford access code.



Go to [Amwell.com](https://www.amwell.com).
Already registered? Click **Log In**.
New to Amwell? Click **Sign Up**.



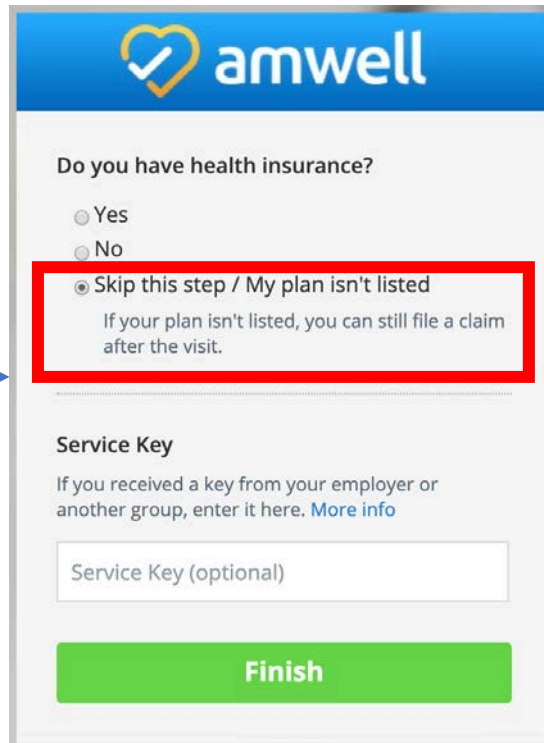
Fill in your information in the boxes, then click **Sign Up**.



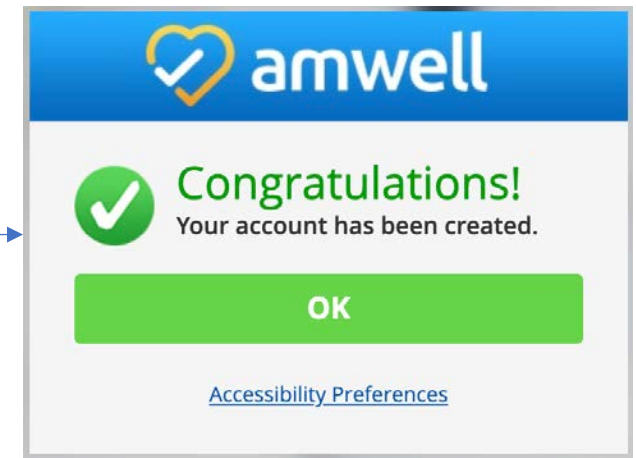
You'll be using your Oxford access code. To help ensure no charges, click **Skip**.



Fill in your profile. Click **Continue**.



You'll be using your Oxford access code. To help ensure no charges, click the button **Skip this step/My plan isn't listed**, then click **Finish**.



Now, make your appointment.

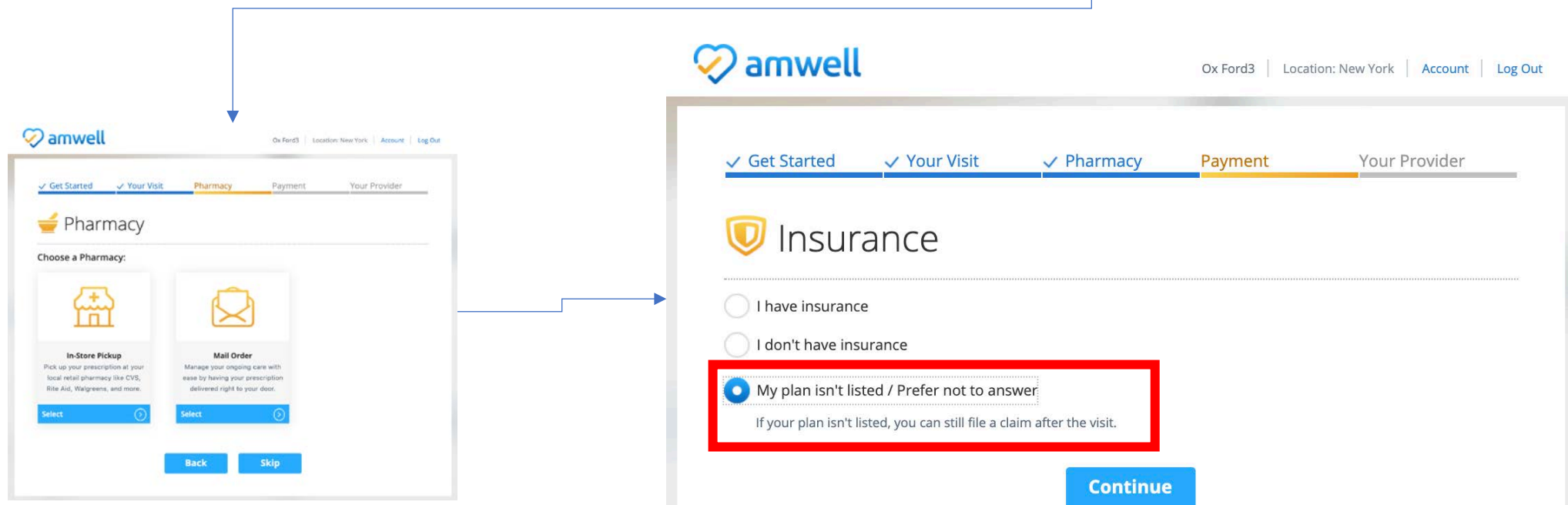
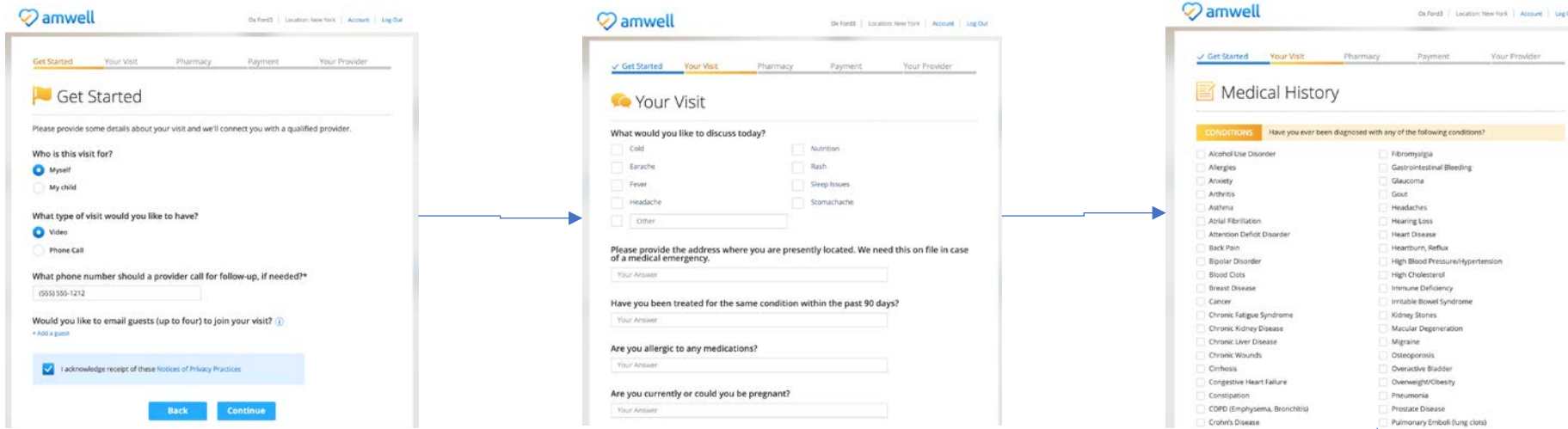
The screenshot shows the Amwell homepage. At the top, there's a navigation bar with the Amwell logo and user information. Below that, a navigation menu includes 'Home', 'My Providers', 'My Records', 'Test My Computer', and 'Add Service Key'. The main heading is 'Healthcare Starts Here' with a sub-heading 'For Urgent Care Visits, you have two ways to connect:'. There are two radio buttons for 'VIDEO VISIT' (selected) and 'PHONE VISIT'. A blue 'Get Started' button is prominent. Below this is a grid of four care categories: 'URGENT CARE' (highlighted with a red box), 'BEHAVIORAL HEALTH', 'SPECIALTY CARE', and 'HOSPITAL CARE'. Each category has a brief description and an 'INSURANCE ACCEPTED' icon.

Click the arrow in the box that best describes the type of care you're seeking, choose how you'll connect and click **Get Started**.

This screenshot shows the 'Urgent Care' browse page. It features a search bar with 'Search by Name' and 'Add a Service Key'. Below the search bar is a 'FILTER BY:' section with 'Visit Now' and 'Appointments' options. The main content is a grid of provider categories: 'medical' (highlighted with a red box), 'children's medical', 'women's health', 'medico', and 'Cleveland Clinic Nurse Practitioners'. Each category includes a brief description and a 'Visit Now' button.

This screenshot shows the provider selection page for the 'medical' category. It features a large image of Dr. Peter Antall, Chief Medical Officer, with a blue banner indicating 'Accredited by the American Telemedicine Association'. Below the image is the 'medical' logo and a brief description of the service. At the bottom, there's a call to action: 'See the first available provider' with the sub-text 'The quickest way to start your visit.' and a green 'Get Started' button.

The next 3 screens are meant to capture some information to help the doctor learn about you and the help you're seeking.



If you might need a prescription, select your preference for an in-store pickup or mail order, or click **Skip**.

You'll be using your Oxford access code. To help ensure no charges, click the button **My plan isn't listed/Prefer not to answer**. Then, click **Continue**.

✓ Get Started | ✓ Your Visit | ✓ Pharmacy | **Payment** | Your Provider

Payment

You're about to be connected with a highly qualified provider. Please enter your payment information below.

Your Cost:

Price includes only the cost of your visit. The cost of any medications or treatments prescribed as a result of your visit is not included.

Credit Card Information



Billing Address

You're almost done.

On the Payment screen, enter your Oxford access code in the box provided. You can find your Oxford access code on the oxfordhealth.com Member website home page, after you sign in.

Then, click **Apply**.