



Frequently Asked Questions

Your employees now have instant access to a doctor 24 hours a day, 7 days a week from any web-enabled device with the Ask a Doctor, Secure Messaging app.

What is Ask a Doctor, Secure Messaging?

Ask a Doctor, Secure Messaging (“Ask a Doctor”) is a chat-based virtual care program that allows employees to securely text, send photos, or video chat with a doctor within seconds.

Instead of waiting for a doctor’s appointment and missing work to get questions answered, employees can use Ask a Doctor to connect with a doctor from their phone or computer as soon as symptoms arise. Doctors are licensed to practice across the U.S., answer within seconds and can even prescribe medication when necessary - allowing employees to access comprehensive care on their schedule, their budget, and their terms.

When should employees use Ask a Doctor?

Employees should use Ask a Doctor when they or their 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)
- Are not sure where to go to receive care

Examples of conditions employees can 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

Where and when is Ask a Doctor available?

Ask a Doctor is accessible from anywhere employees can access the Internet, every day from 24 hours a day, 7 days a week.

To get the best experience, employees should download the Ask a Doctor app by searching for “Ask a Doctor, Secure Messaging” in the App Store

for iOS mobile devices or Google Play store for Android devices. Employees can also access Ask a Doctor by visiting ask-adoctor.com.

Can employees' spouses or children use Ask a Doctor?

If an employee's spouse or child(ren) are age 18 or older, are interested in using Ask a Doctor and are dependents on their health insurance plan, they can use Ask a Doctor by creating their own account using their health plan ID number and individual identifier located on their membership card. A parent or legal guardian can create an account for minor children under age 18 who are members. Any care provided to minors through the Ask a Doctor program will require direct participation of a parent or legal guardian.

Are there any copays or other charges employees have to pay to use Ask a Doctor?

All patients are always welcome to chat and get advice from a doctor at no charge, except patients

on Health Saving Account (HSA) Plans may be billed \$5 after a visit. If you are not on an HSA plan, there is no charge for your visit.

Who are the Ask a Doctor providers?

Ask a Doctor providers are board-certified and credentialed physicians who are licensed to practice across the U.S. These doctors are part of CMDPN, LLC (CirrusMD Provider Network).

Is Ask a Doctor secure?

Yes. Ask a Doctor uses CirrusMD technology which complies with the Health Insurance Portability and Accountability Act (HIPAA) and has been certified for security by the Health Information Trust Alliance (HITRUST).

Who is CirrusMD?

CirrusMD is the market leader in barrier-free, chat-first virtual care delivery. They build, maintain, and support the technology platform that powers Ask a Doctor.