

FAQs About Your One Medical Membership

This document is to answer some key questions you may have about your One Medical benefit. After reviewing the FAQ, if you have further questions email us at hello@onemedical.com and we'll be happy to help.

Membership

- **What is One Medical?** One Medical is a membership-based primary care practice that makes it easier to access high-quality care whenever you need it – even from the comfort of home. With One Medical you can access:
 - In-person appointments at [offices nationwide](#) or virtually with your provider.
 - 24/7 virtual care: video chat with a provider, message your medical team, and more.
 - An easy-to-use app to request prescription renewals, book appointments, and more.
 - Excellent care from top-rated providers with time to talk.
- **How much does a One Medical membership cost?** While One Medical members usually pay an annual membership fee of \$199, that cost is covered for you.
- **Can my spouse/partner and dependents sign up for One Medical at no cost as well?** It's likely your spouse/partner and dependents also have fully covered memberships. Please refer to your benefits information to confirm.
- **Can I still use One Medical if I have another primary care provider?** Yes, if you have a primary care provider not at One Medical, you can still take advantage of our services. And we make it easy to [share records](#) from another PCP.
- **What if I am already a One Medical member but do not have a sponsored membership?** Visit your membership settings, under "[Membership and Billing](#)" select "Update Sponsored Membership" and enter the requested details to receive a prorated refund for your annual fees paid to date!
- **What is the difference between in-market and out-of-market care?** Some eligible populations who live outside of One Medical markets have access to One Medical virtual care if their employer or other sponsoring organization covers it. Ask your sponsoring organization if you are not sure if you have access.
- **How many offices does One Medical have? Where are they?** One Medical currently has 125+ offices across the United States. [See locations here.](#)
 - Family practice offices see ages 0+.
 - Non-family practice offices see ages 14+ (since not all ages are covered, not considered pediatrics offices).

Registration

- **How do I sign up for my membership?**
 - Visit onemedical.com/myhealth and select "Activate now".



- Enter your legal **first name, last name, and date of birth.**
 - Enter your **email address if prompted (usually a work email if sponsored by an employer).**
 - If asked, enter your activation code (ask your HR team if you need it).
 - Select **Myself** when asked “Who is this membership for?”.
 - Enter your name and contact information.
 - Enter your birthdate and sex.
 - Select your location.
 - Create your account with log in email and password.
 - Agree to the Terms of Service, Privacy Policy, and HIPAA Notice.
 - If requested, verify your email.
- **I'm confused about registration, how can I get help?**
 - View our [registration how-to video](#)
 - Still having trouble? Contact us at hello@onemedical.com

The One Medical app

- **What is in the One Medical app?** Our app makes it easy to manage your care and get care virtually. Have an on-demand Video Chat with our medical team to get care right away, book appointments, request prescription renewals, message your provider, get reminders about lab work and vaccines, view your health history, and more.
- **Is there a cost for the One Medical app?** No.
- **How can I get the One Medical app?** Download the One Medical App in the [Apple App Store](#) or through [Google Play](#).

Services

- **What services does One Medical offer?** One Medical is the first place to go for everything about your health, from common illnesses to chronic diseases to mental health concerns. We're focused on caring for you in a holistic manner – taking all aspects of your health and lifestyle into consideration.
 - Some things we care for:
 - Preventive care and annual physicals
 - Colds, flu, and COVID-19
 - Mental health like anxiety, depression, and stress
 - Chronic conditions like diabetes and heart disease
 - Sexual health
 - Sleep
 - Skin issues
 - Allergies
 - Travel health
 - Lab services
 - And much more! Learn more about our services at onemedical.com/services.
 - Please note: if you are not located near a One Medical office, you will be able to get on-demand virtual care. Not all services listed above are suited for care virtually.



- **What can I get help with through on-demand virtual care in the app?** The app is a great way to get advice and care for things like:
 - Colds, flu, and COVID-19
 - Allergies
 - Stomach bugs
 - Vomiting
 - Headaches
 - Injuries
 - Urinary tract infections
 - Yeast infections
 - Skin issues
 - Minor Cuts
 - Pink eye
- **Does One Medical offer urgent care?** Our primary care providers can address a wide range of urgent and acute concerns. Because we offer same-day appointment availability and 24/7 virtual care, we are a great option for urgent needs. If you have a concern after-hours or are unsure whether you should go straight to an urgent care facility or the nearest emergency room, please call our office to be connected with a member of the One Medical team.
- **What if I need to go to the hospital or specialty care?** One Medical works with nearly all of the hospitals in the area, allowing you to go to the hospital of your choice, and we can help coordinate care as needed. If you see one of our providers and need to see a specialist for a follow-up at a hospital, we can provide the referral and help coordinate the logistics. If you end up at a hospital for another reason, we can help you have all your medical records transferred to One Medical, so your provider will be able to review your stay and test results and help with any needed follow-up.
- **Can One Medical refill my prescriptions?** Yes, within the One Medical app and desktop interface, you can request and manage prescription renewals to be sent to your chosen pharmacy.
- **Does One Medical offer pediatrics?** One Medical offers pediatric care, known as One Medical Kids, in 40+ family offices across the country for ages 0-17. See which markets and offices offer One Medical Kids and learn more at onemedical.com/fam.
 - Family practice offices see ages 0+.
 - Non-family practice offices see ages 14+ (since not all ages are covered, not considered pediatrics offices).
- **How do lab services at One Medical work?** One Medical offers our members on-site laboratory services on a walk-in basis, with no need for an appointment. Our staff will put you at ease, draw your blood and collect other specimens in an anxiety-free environment. Your healthcare provider will order any specific tests you need.
- **Does One Medical offer travel vaccinations?** Yes - get properly vaccinated and enjoy your trip abroad. Fill out the [Pre-Travel form](#) for our medical team to review, and we'll let you know which vaccines you'll need. Then, drop by our office during lab hours for your vaccinations. Learn more about our Travel Services.
- **Can I get care at One Medical offices in different cities?** Yes, you're welcome to book an appointment at our offices nationwide.



Costs and billing

- **How will I be charged for care at One Medical?**
 - For visits scheduled in advance (in-office or remote), we will bill your insurance and you will be responsible for your standard copayment and deductible, just like any doctor's office. The amount you owe depends on the specific health insurance plan you have.
 - On-demand care like Discuss Common Conditions and Urgent Video Chats through the One Medical app are included in your membership at no cost. It does not get billed to your insurance, so there will be no cost regardless of your insurance coverage.
 - View our [Billing and Cost Q&A Flyer](#) for more details.
- **Does One Medical work with my insurance?** For in-office appointments and Remote Visits, we will bill your insurance. One Medical is an in-network provider with most major health plans. Visit onemedical.com/insurance to see if we accept your plan. Email admin@onemedical.com or call us at 202-627-1903 with any questions.
- **Is One Medical in-network with Kaiser?** No, One Medical is not in-network with Kaiser.
- **How can I view and pay my bills?** One Medical will email your statement as soon as your claim has been processed by your insurance carrier. You can also always check your billing in the One Medical app under the "My Health" tab, then hit "Insurance & Billing" to see your Online Bills.
- **What if I don't have insurance?** If you do not have insurance and have an in-office appointment or scheduled Remote Office Visit, you can pay the One Medical bill directly. The cost will vary based on your visit. Email admin@onemedical.com or call us at 202-627-1903 for more information on expected costs.
- **If I'm traveling somewhere that One Medical has offices, can I book an appointment there?** Yes! You can book an appointment at any of our [offices nationwide](#).

Our providers

- **Who are the One Medical providers?** Each One Medical provider is an employee of One Medical. All providers are licensed medical professionals, from MD (Medical Doctor) to PA (Physicians Assistant) to NP (Nurse Practitioner) and other medical accreditations. Providers at One Medical are passionate about practicing the most up-to-date, high-quality medicine you'll find anywhere. They've trained at some of the world's best institutions. See our provider listings at onemedical.com/providers.
- **How do I select my One Medical primary care provider (PCP)?** Log into your One Medical account, go to the profile dropdown in the upper right, and select "Provider". There you can view our provider directory and select your PCP.
- **Do I need to select a primary care provider (PCP)?** Although we don't require our members to pick a PCP, we strongly recommend finding a practitioner you feel comfortable with and who can collaborate with you on important decisions in order to coordinate and optimize your long-term care.
- **What is the One Medical team's philosophy towards care?** One Medical was founded on a better model of care - one designed around patients' needs that provides a higher level of



quality and service affordably. We do this through innovative design, excellent customer service, and the efficient use of technology. Our entire team believes in building trust-based partnerships with our patients. Rather than simply writing a prescription and sending you on your way, your primary care provider (PCP) will collaborate with you as your long-term healthcare advocate, help you manage your health issues and navigate complex decisions, and empower you with the knowledge and guidance you need to make positive changes.

Privacy

- **Who has access to my medical information?** One Medical is committed to protecting the privacy of your Protected Health Information (PHI). Necessary One Medical staff will use and disclose your personal health information in connection to your treatment, payment for your care, and our healthcare operations. All of our employees and physicians are required to maintain the confidentiality of PHI and receive appropriate privacy training. Visit onemedical.com/hipaa and review our privacy policy as it relates to your personal health information.