



Your Quick Guide to Walmart Health Virtual Care

These instructions are for employees who are covered under the Bettenbough medical plan.

Walmart Health can be accessed directly from the Medxoom app or by calling (855) 636-3669.

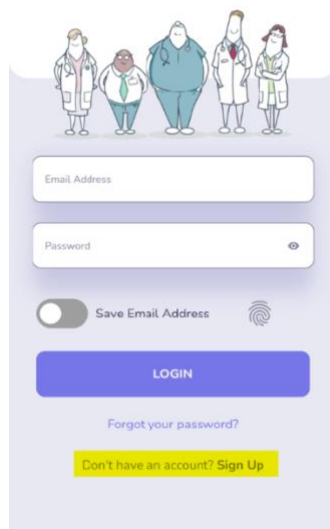
You can only use Walmart Health through the Medxoom app; DO NOT download the Walmart Health app. Your eligibility is through the Medxoom app, not Walmart Health. Walmart Health does not recognize Bettenbough coverage, and you will get an error message. When calling in and needing to provide your insurance information, tell them it is "Bettenbough, through Medxoom Inc."

Enrollment | Medxoom

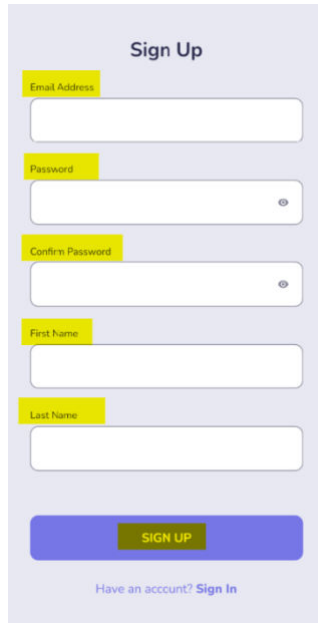
1. Find and Open the **Medxoom (med-zoom) app** already downloaded to your work phone.



2. Click the **Sign-Up** button at the bottom of the login page.

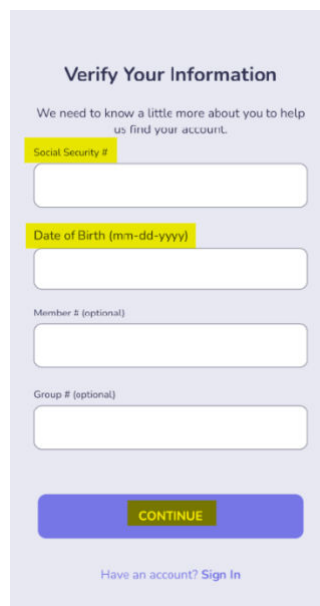


3. Complete the following **highlighted** information and click **Sign Up** to continue.



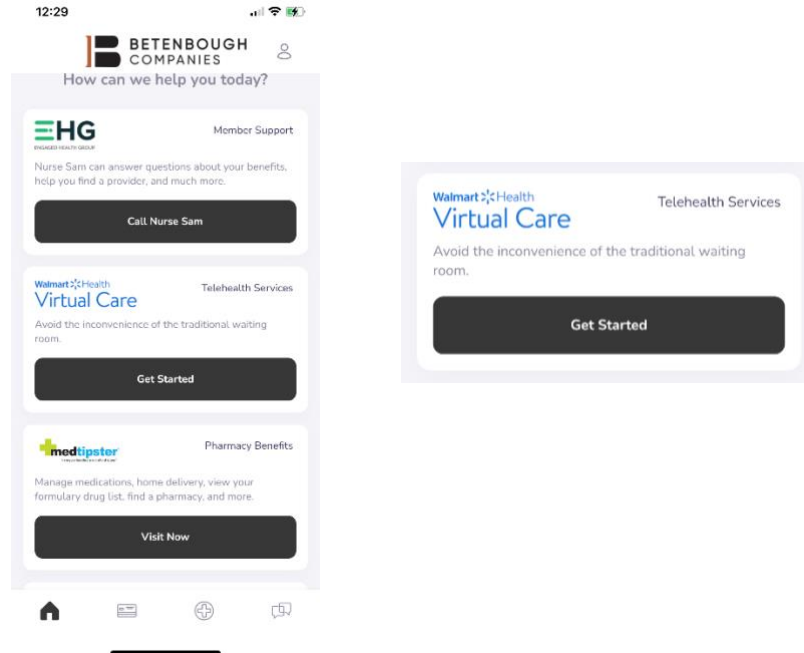
The image shows a 'Sign Up' form with the following fields and labels highlighted in yellow: 'Email Address', 'Password', 'Confirm Password', 'First Name', and 'Last Name'. At the bottom, there is a blue 'SIGN UP' button and a link that says 'Have an account? Sign In'.

4. Continue your registration with your **Social Security Number and Date of Birth**, then click **Continue**. *Member ID and Group # are not required for employees.*

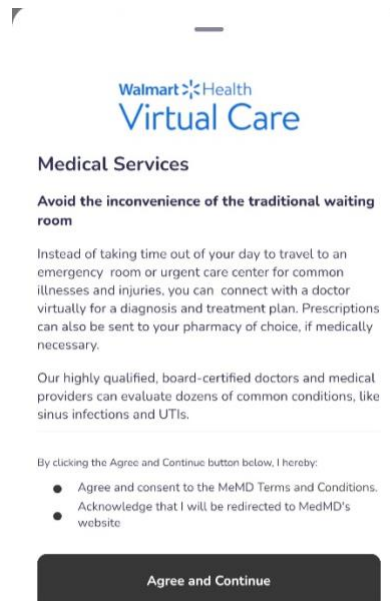


The image shows a 'Verify Your Information' form with the following fields and labels highlighted in yellow: 'Social Security #' and 'Date of Birth (mm-dd-yyyy)'. Below these are optional fields for 'Member #' and 'Group #'. At the bottom, there is a blue 'CONTINUE' button and a link that says 'Have an account? Sign In'.

5. Once on the **Medroom home page**, click the black box for Walmart Health Virtual Care **Get Started**..



6. Read over the terms and conditions and if you agree, press the back box **Agree and Continue**.



Set Up | Walmart Health Virtual Care

1. The first step to setting up your Walmart Virtual Health account is **filling in all patient information** in the **Profile** under **My Account**.

The image displays two screenshots of the Walmart Health Virtual Care app's 'My Account' profile setup screen. The left screenshot shows the 'My Account' menu with 'Profile' selected. The right screenshot shows the 'Profile' form with fields for Address 1, Address 2, City, State, Zip, Emergency Contact Name, Relationship, and Phone. The 'Profile' section includes a 'Change avatar' button and fields for First name, Last name, and Phone. The 'Emergency Contact' section includes fields for Name, Relationship, and Phone. A red diagonal line is drawn across the 'Photo ID' section, indicating it is not required.

Skip uploading a photo ID as it is not required.

The image shows a screenshot of the Walmart Health Virtual Care app's 'Photo ID' section. The 'Add photo of ID' button is crossed out with a red diagonal line, indicating it is not required. The section includes a 'Save' button and a 'Visit Preferences' dropdown menu. Below the 'Photo ID' section are the 'Visit Preferences' and 'Health Insurance' dropdown menus. A red diagonal line is drawn across the 'Add photo of ID' button.

- In the next section, enter your **Visit Preferences** for contact details. This is where physicians will contact you.

The screenshot shows the 'Walmart Health Virtual Care' app interface. At the top is a blue header with a hamburger menu icon, the Walmart logo, and the text 'Walmart Health Virtual Care' followed by an information icon. Below the header is the 'My Account' section. It contains three expandable cards: 'Profile' (collapsed), 'Visit Preferences' (expanded), and 'Health Insurance' (collapsed). The 'Visit Preferences' card is open, showing two text input fields. The first field is labeled 'Contact Phone Number' and the second is labeled 'Contact Email'. Below these fields is a blue 'Save' button. At the bottom right of the 'My Account' section is a circular help icon with a question mark.

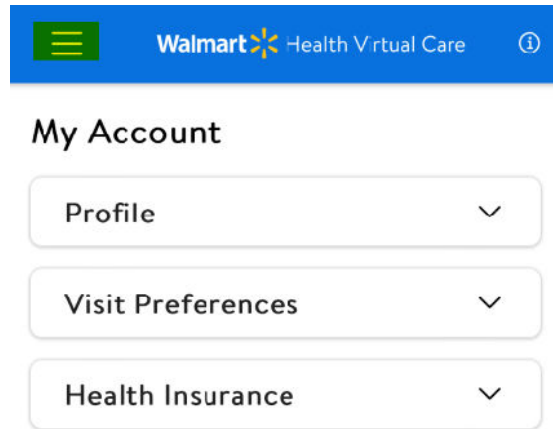
- Do not** enter your insurance information since this service is Zero Cost to you and provided by Betenbough.

NOTE: If the app is requesting you scan photos of your insurance cards, please email employeesupport@betenbough.com so we can correct this error.

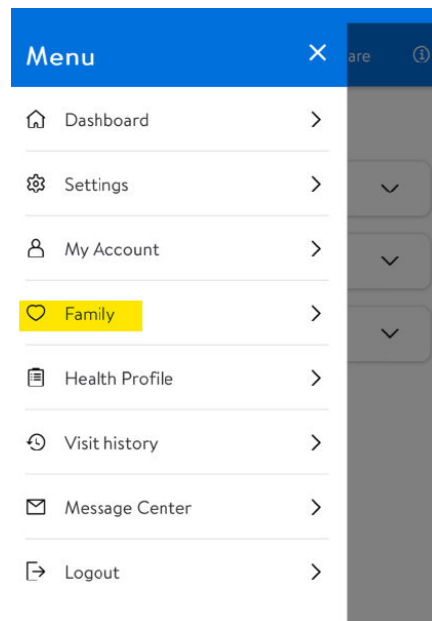
This screenshot shows the same 'Walmart Health Virtual Care' app interface. The 'My Account' section is visible, with 'Profile' and 'Visit Preferences' collapsed. The 'Health Insurance' card is expanded, showing a 'Primary' label and a '+ Add Primary Insurance' link. A thick red diagonal line is drawn across the 'Health Insurance' section, indicating that this information should not be entered.

- Once these steps are completed, you will click the **three lines in the top left** of the screen to open the menu.

NOTE: if there is any information missing, and you try to access the menu, you will be redirected back to this page to complete all info.



- Next, you will need to **confirm ALL dependents** and **edit their demographic information** in the **Family** section of the Menu Tab.



- Select **the family member** you would like to edit first.

Family

You may request a visit on behalf of your minor dependents.

Patients over the age of 18 are adult dependents and must have their own account. When you add an adult dependent, he or she will receive an email invitation to access Walmart Health Virtual Care.

Jenny Appleseed
01/01/2010

Sally Appleseed
10/02/1982

Add new family member

7. Complete all the **information** requested and save.

NOTE: Do not input Health Insurance information.

Profile

Visit Preferences

~~Health Insurance~~

8. Once all dependent information is updated, you can request a visit.

Requesting a Visit | Walmart Virtual Health Care

From your dashboard, select person you would like to receive care for.

The image shows two screenshots of the Walmart Health Virtual Care dashboard. The left screenshot displays a greeting "Good morning, John" and a section titled "Who needs care today?" with a profile for John Appleseed and a "Request a visit" button. The right screenshot shows the "Who needs care today?" section with a list of patients: John Appleseed (01/01/1980) and Jenny Appleseed (01/01/2010), and an "Add New" button. Below that is the "Choose your visit type" section with an "Urgent Care" option.

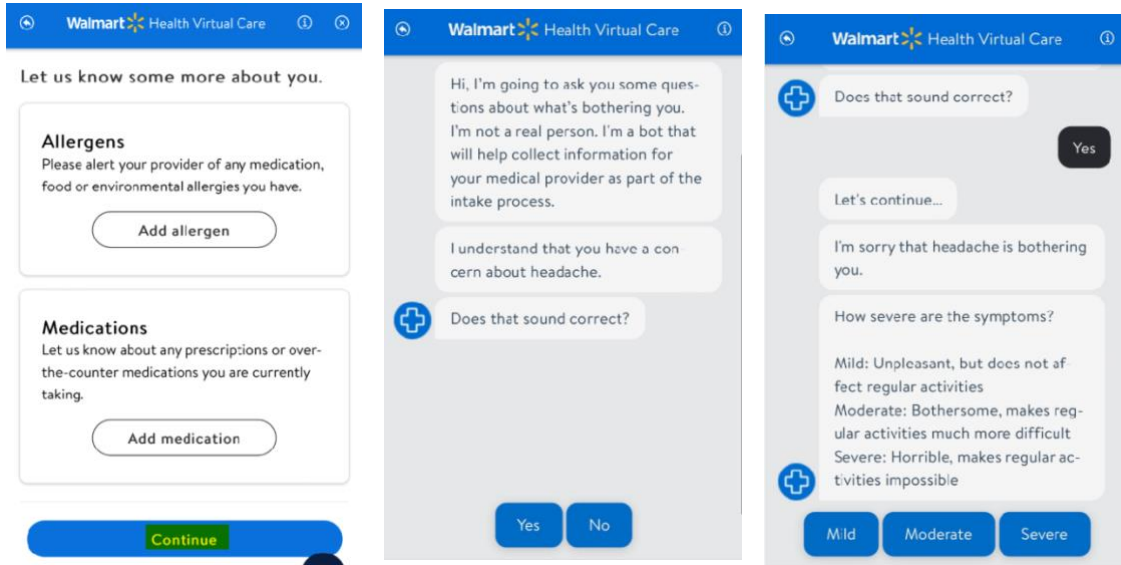
Next, Complete the first questionnaire.

The image shows two screenshots of the Walmart Health Virtual Care questionnaire. The left screenshot displays the "Reason for your visit?" section with a dropdown for "Which state will you be in at the time of your visit?" and a dropdown for "Chief complaint*" set to "COVID-19 Concern". The right screenshot shows the contact information section with fields for "Email*", "Name*", "Relationship*", and "Phone number*", and a "Continue" button.

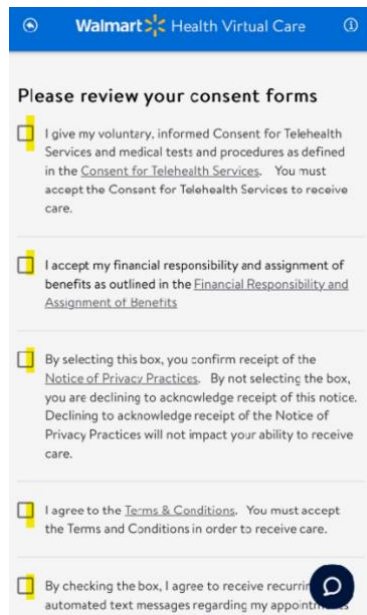
Depending on your Chief Complaint (the reason for your visit), you will be asked different follow up questions. Some could be through a chat bot or a questionnaire. Complete the requests to continue your visit request.

NOTE: Your request will not go through if you do not complete all steps.

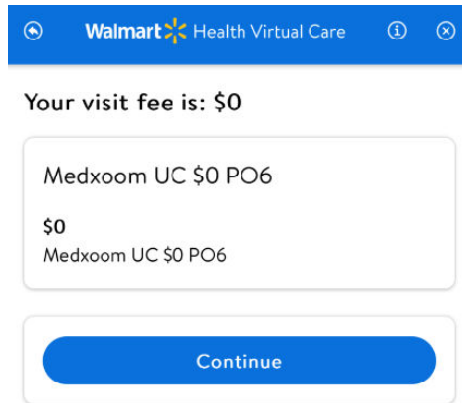
Examples:



Once you complete the questionnaire, you will be prompted to review your consent forms.



You should get a confirmation of your visit being \$0.00 through the Medxoom app. If you see a charge, please follow the steps at the top of the page for receiving immediate care.



Walmart Health Virtual Care

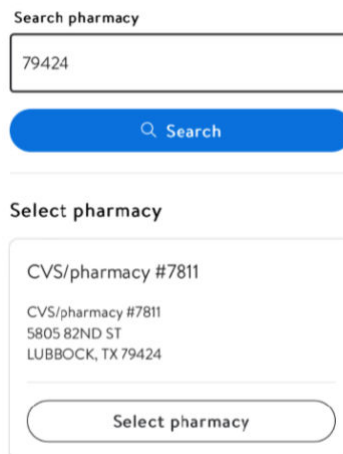
Your visit fee is: \$0

Medxoom UC \$0 PO6

\$0
Medxoom UC \$0 PO6

Continue

If you are prompted to select a pharmacy, simply put in your zip code and choose the pharmacy of your choice.
NOTE: The list starts with the closest to your zip code.



Search pharmacy

79424

Search

Select pharmacy

CVS/pharmacy #7811
CVS/pharmacy #7811
5805 82ND ST
LUBBOCK, TX 79424


Select pharmacy


Lastly, you will confirm your visit, and if everything is correct, click continue.


Walmart Health Virtual Care

Please review your visit request

Patient



Contact phone: 

Contact email: 

Pharmacy

MARKET STREET PHARMACY #543
4205 98TH ST
LUBBOCK, TX 79423
Phone: 8067986115

Change pharmacy

Visit details

Chief complaint
Cough

Visit notes

Medications

Add medication

Allergies

Add allergen

Continue

Things to know for dependents over 18 years old

- The email address you list under their profile will be the email address they will receive a link to enroll in their own Medxoom app.
- When registering for a Medxoom account, they must enter the employee's Member ID and Group #.
- These dependents will not show on your Dashboard since they are over 18 and you (the employee) can't request a visit for them. However, they will be listed in the Family section. If they are not, you can add them if they are covered under your medical plan.
- Once your spouse has registered for their Medxoom app and has navigated to the Walmart Virtual Health page, they will see minor dependents on their dashboard to request a visit (if the employee has updated demographic information in their Family section).