amazon one medical

Your cost questions, answered

How we work with your insurance

We work with your insurance just like a typical doctor's office. Plus your membership (sponsored by your employer) gives you access to extra features (at no cost to you) that make it faster and easier to look after your health — like 24/7 on-demand care via Video Care in our app.

What's included in your sponsored membership, at no cost to you

- 24/7 on-demand care via Video Care in our app
- Direct Message Care to discuss common conditions, quick care through our app for an array of health needs
- Messaging with your provider
- An easy-to-use app to help you manage your care

What's billed to insurance

- Scheduled In-Person or Video Visits.
  Your copay and/or deductible may apply.
- Annual Checkup
  Insurance typically covers the full cost of one annual physical, like our Annual Checkup, every 365 days (excluding lab work and vaccines) — no copay or deductible.
- Lab work and vaccines
  Your deductible, coinsurance, or copay may apply.

Here's how billing works

1. You see a One Medical provider for scheduled In-Person or Video Visit.
2. You pay your standard copay (if applicable) at the end of your appointment.
3. We file a claim with your insurance for the care you received.
4. Your insurance company processes your claim.
5. You'll receive an Explanation of Benefits (EOB) to let you know what is and isn't covered.
6. We email you a billing statement.
7. If you haven't met your deductible, you'll pay any remaining balance in our app.

Still have questions?

Email hello@onemedical.com and we'll be happy to help.

Activate your sponsored membership today. The cost of membership is covered for you, your spouse/partner, and dependents.

Sign up now at
onemedical.com/mybenefit
Use code **HEARTXOM**