

98point6 - FAQ

What is 98point6? What can I use it for?

98point6 is a new kind of primary care that gives you on-demand access to a physician through a private and secure in-app messaging experience on your mobile phone. With 98point6, U.S. board-certified physicians diagnose and treat acute and chronic illnesses, answer health-related questions, outline care options and order any necessary prescriptions or lab tests.

How do I sign up for 98point6?

You simply download the free 98point6 app from the [Apple App Store](#) or [Google Play](#), sign in using your mobile phone number and create a profile. From there, you'll be asked to verify your identity to confirm your subscription is covered.

How does it work?

98point6 works on your mobile device. You simply download the free 98point6 app from the [Apple App Store](#) or [Google Play](#), sign in using a mobile phone number and create a profile. From there, you'll be asked to verify your identity to confirm your subscription is covered.

Once registered, you can start your visit anytime 24/7 then select who you're seeking care for (yourself or an eligible dependent child). An Automated Assistant will begin gathering information on symptoms and asking clarifying questions.

The information gathered by the Automated Assistant is then shared with one of 98point6's board-certified physicians, who will join the visit and continue the text-based conversation with you. If requesting care for a child—depending on your location, their age and their symptoms—a video encounter may be requested. The physician will then provide a diagnosis and treatment plan which could include: answers to your questions/concerns, prescriptions sent directly to your pharmacy, ordering of labs, a referral or recommended self-care.

At the end of every visit, a personalized Care Plan is created and securely stored within the app—easily accessible and available to you at any time. If labs are ordered, a 98point6 physician will follow-up with you once the results are back.

Note: 98point6 does not prescribe controlled substances (such as opioids or ADHD medications) or lifestyle medications (such as Viagra and Propecia).

Can I send my visit records to my primary care or other physician?

If you would like your medical record sent to another provider, please download our [medical record request form](#) and send the completed form, along with a copy of your state-issued ID to support@98point6.com.

How does 98point6 handle prescriptions and labs tests?

98point6 physicians can and do prescribe medications when they are appropriate. If a prescription is a part of your treatment plan, we'll send it electronically to your preferred pharmacy. 98point6 does not prescribe controlled substances (such as opioids) or lifestyle medications (such as Viagra and Propecia).

If the 98point6 physician determines that lab work is necessary, they will order a lab test. Once ordered, simply visit a nearby LabCorp or Quest Diagnostics location and when your results are ready, a 98point6 physician will reach out to walk you through the results.

What if I have trouble logging on or getting access to 98point6?

Please reach out to our customer support team through our [Contact Us](#) form. A support representative will be in touch to help resolve your issue.

How do I request care for my child?

Care for children ages 1-17 years old must be requested by a parent or legal guardian eligible for 98point6. In order to receive care, the child must also be eligible for 98point6 through the parent or guardian's plan.

To request care for your child, begin a visit as you normally would. A list of your eligible dependents ages 1-17 will appear. Select who you're seeking care for, and complete the child's profile.

Next, the Automated Assistant will gather information about the child's symptoms, and deliver the information to one of 98point6's board-certified physicians.

The physician will have a text-based conversation with you about your child's symptoms, using audio, video or photos as needed. For younger children (i.e., under age 5), the physician will likely request a brief video encounter.

More information about pediatric visits can be found in our [general FAQs](#).

Who can request care for children?

Parents or legal guardians eligible for 98point6 can seek care on behalf of their children who are also eligible for 98point6 through the parent or guardian's plan. The parents and legal guardians must use their own 98point6 account when accessing care on a child's behalf.

In order for your spouse/partner to request care for your child, both your spouse/partner and child must be eligible for 98point6 through the parent or guardian's plan.