



# Welcome to **Babylon 360**

Your Ambetter Virtual Access  
**Primary Care Provider (PCP)**



# Hello! We're Babylon

We're Babylon—your no-cost **virtual healthcare provider** making it easier for you to **lead a longer, healthier life.**

Babylon is here for you **when you're feeling good.**

## Assess your current health

Use Babylon My Health to create a report of your overall current health to identify how to stay healthy long-term.

## Welcome appointments and well visits

Book a Welcome appointment to learn how Babylon can help you stay healthy. Book an annual Well Visit to keep your primary care team up to date on your health so you can stay well and function at your best everyday.

You can book a virtual appointment from the Babylon app or website.

It's also here for you **when you're feeling sick.**

## No cost virtual appointments

Unlimited access to appointments with board-certified doctors and therapists<sup>1</sup> on our app and website.

## Check your symptoms instantly

Answer a few questions about your symptoms and Babylon's Symptom Checker can provide you with information about possible conditions, recommend next steps and connect you with a doctor if you want to see one.

# Get started

Register on our app or website

## 1 Register yourself

**Our app:** Download the **Babylon app** and if prompted, enter the code for your health plan:

- Buckeye Health Plan: **AVAOH**
- Home State Health: **AVAMO**
- MHS: **AVAIN**
- Nebraska Total Care: **AVANE**
- NH Healthy Families: **AVANH**
- Peach State Health Plan: **AVAGA**

**Our website:** Click your health plan below, then follow the steps.

- [Buckeye Health Plan](#)
- [Home State Health](#)
- [MHS](#)
- [Nebraska Total Care](#)
- [NH Healthy Families](#)
- [Peach State Health Plan](#)

## 2 Confirm Member ID

When prompted, add your insurance details, enter your Ambetter Member ID

Select **Check for my child or dependent** to add eligible children

Please note that children under 18 do not have Babylon as their Virtual PCP. They are eligible for 24/7 urgent care through Babylon.

## 3 Book an appointment

Select **Book appointment** to schedule your virtual visit

# What we treat

## Medical consultations

### Types of care offered:

- Primary Care<sup>2</sup>
- Urgent Care
- Chronic Disease Management
- Addiction
- Specialist Referrals

### Conditions treated include:

- Cold and Flu
- Men's Health
- Women's Health (Menopause, Birth Control)
- Diabetes
- High Blood Pressure
- Diarrhea/Nausea/Vomiting
- Pain Management
- Insomnia
- Food Allergies
- Sexually Transmitted Infections

## Wellness/prevention

### Types of tools available:

- Monitoring (mood, biometrics)
- Personalized Health Plans
- Smart Device Integration (like Fitbit)

### Conditions treated include:

- Prediabetes
- Weight Management
- Smoking Cessation
- Nutrition

## Personal support

### Care Team

- Support your Babylon Journey
- Connect to Community Resources
- In-home Support
- Personal Care Advisor

## Mental health

### Types of care offered:

- Therapy
- Medication

### Conditions treated include:

- Depression
- Anxiety
- Panic Attacks
- Social Anxiety
- Sleep Disorders
- Eating Disorders
- Social Isolation

# Register to book your \$0 Welcome appointment

## See your doctor (virtually) anywhere!

### You now have access to 24/7 care and more:

- Virtual appointments from our app or website
- Therapy appointments to help you take on life's challenges
- A personal care advisor to ensure you get the highest level of care
- Personal wellness coaching to help you live a healthy life
- Local referrals to specialists for in-person care when you need it

### High-quality care anytime, anywhere

Our team of board-certified doctors, therapists and nurses work for you. You can **see a provider at a time of your choice, and as often as you would like.**

### Just like in-person appointments

Our virtual doctors can treat a number of medical conditions, as well as order prescriptions<sup>3</sup>, lab tests and imaging when necessary.



Couldn't have been any easier. The doctor was terrific, professional, intelligent, and empathetic. What more could you ask for?<sup>4</sup>

- Heather M.





## Help and Support

If you need any help setting up your account, please get in touch with our Support Team.

**Email:** [us-support@babylonhealth.com](mailto:us-support@babylonhealth.com)

**Visit:** [babylonhealth.com/ambetter](https://babylonhealth.com/ambetter) to find the support number for your health plan, our phone lines are open 7am – 11pm (CT), 7 days a week Including holidays.

1. Behavioral Health services are available 7am – 7pm (CT).
2. Primary care services are available 8am – 6pm (CT)
3. Access to telehealth services does not guarantee that a prescription will be written. Not all prescriptions are available through Babylon.
4. The Babylon members were not compensated for their statements and provided written approval to use it for marketing purposes. This testimonial is genuine, represents the current opinion of the member, is applicable to the advertisement and accurately reproduced.
5. \$0 co-pays are for in-network medical care by Babylon providers. Medical care is provided by individual providers through Babylon. \$0 Telehealth copay does not apply to plans with HSA until the deductible is met, and is only applicable when used through the Babylon program. Ambetter does not provide medical care. Medical care is provided by individual providers through Babylon Health.