



Frequently Asked Questions

1. **How do I register for 9Health365:Comprehensive?** Visit our registration page at onlinereg.9health365.org/products to take the first step. You will need a Group ID which should be provided in a Welcome Email. If you need help, call 303-698-4455 to talk to our Client Services team. Once you register with 9Health:365, you will receive an email confirmation from 9Health:365. Then, on the first day of the following month, you will receive a welcome email from CirrusMD. When you receive this CirrusMD welcome email, go to your favorite app store and download the CirrusMD app, create an account (email address, password and pass code) and start texting with a doc!
2. **What do I need to register and use 9Health365:Comprehensive? There are three steps.**
 - a. **First**, you will need an email address to register on 9healthfair.org. You'll also need a smart phone connected to the internet in order to use the CirrusMD app. You can register via your phone, iPad, computer or laptop. Once registered, you'll receive a confirming email from 9Health:365.
 - b. **Second**, download the CirrusMD app anytime from your favorite app store.
 - c. **Third**, on the first day of the month following registration, you will receive an email invitation from CirrusMD to set up an account on the CirrusMD app. Now you're ready to open the app to text with a doctor in less than a minute. (Note: You can download the CirrusMD app at any time after the first step registering with 9Health365.
3. **I'm trying to register online, but I am getting an error message. What's going on?** If you have a 9Health Fair account and/or you have ever attended a 9Health Fair, congratulations you are in our database! This means our system recognizes your email and is prompting you to log in with your existing password. Don't remember your 9Health account password? No problem, just follow the directions to reset it. Need help resetting a password? Call 303-698-4455 for assistance.
4. **How secure is my personal information?** Both 9Health:365 and CirrusMD treat your precious information with utmost care. We follow all HIPAA guidelines for health and personal information security.
5. **What services are available through this telehealth program?** CirrusMD physicians offer convenient, high-quality treatment for a wide range of conditions including:
 - a. Allergies
 - b. Musculoskeletal pain and injury
 - c. Ear/eye/respiratory issues
 - d. Abdominal pain
 - e. Urinary tract infections

- f. Dermatological issues
- g. Behavioral health issues
- h. Preventive health issues and questions (chronic disease management)
- i. Headache
- j. Bacterial/viral

6. **Who are the doctors? Where are they?** Physicians in the CirrusMD network are all board-certified and actively practicing medicine. They most often specialize in emergency, internal or family medicine. They reside all over the U.S., and only treat patients in the state(s) in which they are licensed. There are CirrusMD physicians licensed in all 50 states.
7. **How will CirrusMD doctors know my medical history?** Just like when you go to a new doctor's office, you will have the opportunity to complete a medical history. The doctor(s) will know exactly what you tell them.
8. **How will my regular doctor know what the CirrusMD doctor recommends/prescribes?** The CirrusMD app makes it easy for you to send "visit" notes to your provider. What and when you share medical information is up to you.
9. **Can I access a doctor by telephone?** Yes, once you start a text conversation you have the option to shift to a voice or video call; just ask the provider to switch modes.
10. **I have travel plans, can I access CirrusMD physicians while I am outside of Colorado?** Yes! CirrusMD employs licensed physicians in all 50 states.
11. **Can I talk to a CirrusMD doctor on behalf of a friend or relative?** Unfortunately, CirrusMD doctors can only counsel the registered party.
12. **Does CirrusMD take Medicare?** CirrusMD subscription fees are not reimbursable by Medicare. However, Medicare will reimburse most prescriptions from CirrusMD physicians.
13. **Does CirrusMD take Medicaid?** CirrusMD subscription fees are not reimbursable under Medicaid. However, CirrusMD physicians are licensed with Medicaid for the state of Colorado, and prescriptions issued by CirrusMD physicians should be reimbursable.
14. **I like my doctor, why would I use 9Health:365 Comprehensive?** If you have a provider you like, great! Then this service can be a complement for those times when you have urgent questions or symptoms and can't talk to your regular doctor – or you want to avoid a co-pay.
15. **What is the relationship between CirrusMD and 9Health:365?** We are partners in delivering a high-quality telehealth option to Coloradans.