

Wellness FAQs



HEALTH COMPASS INC.

Does Health Compass Wellness replace my Health Insurance?

Absolutely NOT! To be eligible for the Health Compass Wellness plan, you MUST have Minimum Essential Coverage (MEC) or better through your employer, your spouse, your parents, the Exchange, or Medicare. You cannot participate if you are enrolled in an income-based government-sponsored medical program, such as Medicaid.

Does my employer see everything I do on the App?

Of course not! Due to HIPAA regulations, we cannot share your medical data without your permission! Think about how you use your health insurance - your employer doesn't know anything you talk about with your doctors. We follow the same rules and regs!

Why so many phone permissions? Why do you want so much personal info?

Most Apps want ALL your permissions, but we only want 4:

Accessing your camera allows you to be able to upload a visual confirmation to your doctor (think pinkeye, skin mole check, etc), allows easier uploading of your prescriptions into your Rx Cabinet, and allows you to add take fun photos for your profile!

Accessing your location allows us to confirm you get connected with a medical professional who is licensed to practice in your state. Super Important!

Accessing your microphone enables us to connect you with the appropriate medical provider so you can chat over the phone.

Accessing files and media allows you to upload existing photos to your profile and allows the app to store data in order to complete each consultation, until the consultation closes.

We only ask for limited personal info as absolutely necessary:

Doctors need to know your name, age, and date of birth for legal reasons - to make sure you are legally allowed to seek care without a parent! Your adult children and spouse will need to set up their own app that is linked to yours, due to HIPAA and privacy regulations.

The Rx Cabinet is there to help you find cheaper prescription drugs near you, and to help your providers quickly and easily refill them. This feature is completely optional.

The profile pictures are just for fun and also are completely optional!

Why do I have to do a video to complete my visit?

Not all activities have a video requirement; when they do, it is for clinical confirmation and diagnosis. If the activity you are doing does require a video, the video must be completed before the consultation is closed, in order for the consult to count toward your 4 Required Wellness Activities.

How do I cancel my participation?

Health Compass Wellness is a Section 125 plan, just like your medical insurance, which means it must follow Section 125 rules. Changes can only be made to Section 125 plans during Open Enrollment or if you have an Qualifying Life Event.

Have more questions not listed here? Contact Us at wellness@healthcompassinc.com!