

# SECRET Be Well



You've Got Questions.  
We've Got Answers.

**Be Well.** Be Healthy. Be Informed.

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## WHAT IS SEACRET BE WELL?

An on-demand virtual telemedicine program that saves time and costs on physical doctor visits. Log in from any device and access real doctors at any time, from any location. All doctors are board-certified and the program is both HIPAA and GDPR compliant. Needs addressed include urgent care visits, scheduled checkups, routine appointments, travel care and prescription refills.

## IS THERE A SIGN-UP FEE?

There is a one-time sign-up fee of \$5, after that the monthly subscription costs are paid for by Club Secret. This is a benefit included in your Club Secret membership because we want you to Be Well.

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## HOW DOES IT WORK?

Be Well providers can treat a variety of issues through the high-definition video chat. So, just like an in-person visit, your doctor will discuss your history, analyze your symptoms, perform an exam and recommend treatment – including prescriptions and lab work, if needed.

You can schedule, cancel or revise appointments via the website or app. Once an appointment is near, simply log into the website or app and wait for your doctor to virtually arrive. The future of healthcare is simple!

## DO I HAVE A CO-PAY FOR VIRTUAL VISITS?

No, as a member of Club Seacret there is no co-pay for urgent and primary care visits through the Seacret Be Well program.

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## HOW DO I SIGN UP?

Once you become an active Club Seacret member, click on the Benefits Navigation Button within the Club Seacret website. Select Seacret Be Well from the drop-down menu, select “Join Now” and fill out the online form.

Complete your credit card information for the \$5, one-time registration fee. Within 2 business days, you will receive account creation confirmation and instructions on how to log into your private portal. Once you’ve logged in, you are all set and ready to see a provider.

## CAN I USE SEACRET BE WELL WHEN I TRAVEL?

Absolutely. At Club Seacret, we understand the importance of travel and want you to take full advantage of all our Seacret Escapes with peace of mind. While traveling, if you need a doctor or forget a prescription, you can log in and talk to a local provider within the Seacret Be Well program who will be able to access your records and assist with any needs.

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#### WHERE IS IT AVAILABLE?

Seacret Be Well is currently available in AU, AT, BE, CA, CO, CZ, FR, DE, HK, ID, IE, IT, JP, LV, MX, NL, NZ, NO, PH, PL, SG, ZA, ES, SE, CH, UK, US. We will be adding additional countries in the future so stay tuned.

#### DO PROVIDERS SPEAK MY LANGUAGE?

Seacret Be Well providers speak the local languages for the above-mentioned countries. Seacret Be Well also provides translations for 250+ languages.

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#### IF I LIKE A PROVIDER, CAN I SEE THAT SAME PROVIDER AGAIN?

Yes, if you find a provider you prefer you can set appointments with that provider within the application.

#### WHAT ARE SERVICE HOURS FOR BE WELL?

Seacret Be Well is available 24/7, 365 including both holidays and weekends. As a Club member, access health care on your terms.

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#### IS MY INFORMATION SECURE?

Your privacy is our top concern at Club Seacret. The Seacret Be Well platform is secure, HIPAA and GDPR compliant.

If you prefer a good read and want to dive deeper dive into the privacy policy, you can find that [HERE](#).

## DO I NEED INSURANCE?\*

No, separate insurance is not required for access or for use of Seacret Be Well.

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## CAN MY FAMILY UTILIZE BE WELL?

Absolutely, immediate family members living within your household (dependents) can also utilize Seacret Be Well services through your account.

If a dependent is over the age of 18, they need to set up their own secure profile. If a dependent is under 18, you will be responsible for creating their secure account profile. These profiles are housed within your account and will be utilized to access medical history, records and inform providers for future visits. It's up to your discretion what information is provided.

## WHAT HAPPENS IF I LOSE CONNECTION DURING AN APPOINTMENT?

In the instance you lose a connection during an appointment, please try to refresh, sign back in and connect again.

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\*Seacret Be Well is not intended to replace any current medical coverage you may have.