



Babylon and HCSC FAQs - A guide to answer employee questions

Why have HCSC partnered with Babylon?

HCSC continues to look for ways to provide innovative health care solutions and improve care delivery for our employees. That's why we've partnered with Babylon, an innovative digital health company. At its core, Babylon can help you stay healthy and take care of yourself proactively.

Who is Babylon available for?

HCSC employees in New Mexico with an HMO plan, and their family members covered under their plan.

What Babylon app features can they access?

- **Video or telephone appointments with a doctor**
From home, or anywhere in the US. Talk to a doctor from the comfort of your home, at a time that suits you. With unlimited appointments, you can get help with allergies, congestion, cough, fever, flu, rashes, pain, upset stomach, and more.
- **Babylon's AI-powered Symptom Checker**
Answer a few questions about your symptoms and Babylon's artificial intelligence powered Symptom Checker will direct you to potential causes and recommended next steps. It can also connect you with a doctor, if you want to see one.
- **Babylon's Healthcheck tool**
Create a report of your overall current health, and identify risk factors.
- **Prescriptions**
Sent straight to the nearest pharmacy, at your convenience.

Which app should users download?

Users should download the Babylon app. To do this, they should search for 'Babylon' in the App Store or Google Play.

What is the membership code, and how do I add it?

If you [register online here](#), you do not need to enter a code.

If you register on the Babylon app, your membership code is **HMONM**

Why does a user need to enter a membership code when registering on the Babylon app?

Once the Babylon app has been downloaded, users need to enter their membership code **HMONM** during sign up. This will ensure they will not be charged for appointments. They can also enter their code once signed up by going to the 'Me' tab, clicking 'Membership', 'Membership type' then adding **HMONM** under 'Enter Membership code'.

How do eligible employees sign up using the Babylon app?

- Search 'Babylon' in the App Store or Google Play
- Download the Babylon app (look out for the heart logo)
- Once you download the app, you can register your details. Remember to enter your membership code **HMONM** at this point. You can also enter the code once you have registered by navigating to the 'Me' tab in the app.
- You will need to register with your name as it appears on your HMO membership documents, choose your preferred email address, enter your date of birth and choose a password.
- Your account will then be verified, confirmed and activated by Babylon.
- Please refer to this video guide showing how to download the Babylon app and register:
<https://www.youtube.com/watch?v=9Tuo5qjNVA4&t=6s>

What do I do if I have difficulty downloading or activating the app?

You can take a look at the Babylon 'How to' videos and FAQs on this page:
www.babylonhealth.com/us/hmonm

If you need any help setting up your account, please get in touch with our Support Team, we're available 7am - 11pm (CST) 7 days a week including holidays.

Email: us-support@babylonhealth.com

Phone: 1-800-475-6168

How do I book an appointment?

Watch Babylon's 'How to book an appointment' video on this page:
<https://www.youtube.com/watch?v=ITLgZyX3TqU&t=1s>

You can see your upcoming appointments on the app home screen. You can also see them by clicking the 'Me' tab, then 'Clinical Records', then 'Appointments'. You can see the details of your upcoming appointments and any previous appointments here. If you need to cancel your appointment you can do this here too.

Appointments are for 10 minutes, although if you require longer than 10 mins you can book another appointment.

How does my appointment start?

- You will receive a push notification reminding you about your appointment five minutes before it's due to start.
- If you haven't already, go to Settings on your phone and enable push notifications for the Babylon app.
- The doctor will then call you by your selected channel (phone or video) at the scheduled appointment time.

What times are appointments available?

7am - 11pm local time.

Can I get doctor appointments outside of New Mexico?

Yes, you can have Babylon doctor appointments anywhere in the US.

How do I change/update my details?

- To change and update your details go to the 'Me' section, click on 'Clinical Records', then click on the 'Your Details' section.
- Here you can edit or update your name, email, phone number, address, DOB and other personal information.

How do Babylon prescriptions work?

During your video appointment, the health care provider will assess whether you need a prescription. If a prescription is required, the health care provider will ask which pharmacy you would like your prescription sent to. The prescription will be sent electronically to the pharmacy of your choice and will be available for you to pick up shortly, typically within the hour. You may need to provide proof of identification at the pharmacy to be able to collect your prescription.

How do Babylon referrals work?

To request a referral to a specialist, please book a digital appointment with one of our health care providers. If a referral is required, our support team will help locate a suitable local specialist for you. You can get in touch with the support team to confirm your specialist at 1 (800) 475-6168.

Will HMO plan employees be charged for using Babylon?

Unlimited use of Babylon is included as part of your HMO plan. Your family members covered under your HMO plan also get unlimited use of Babylon.

If you sign up using the Babylon app, you must enter code **HMONM** when registering, this will ensure you are not charged. Alternatively, you can [register online here](#) without a code.

Can I use the Babylon app if I am not part of the HMO benefit?

HMO employees are currently taking part in a Babylon pilot. They will be giving HCSC feedback on Babylon.

Currently, employees who aren't enrolled in the HMO plan can still download the Babylon app and register. They can use the digital health tools on the Babylon app for free, but will be charged Babylon's PAYG rate for appointments.