

# Your cost questions, answered

## How we work with your insurance

We work with your insurance just like a typical doctor's office. Plus your membership (sponsored by your employer) gives you access to extra features (at no cost to you) that make it faster and easier to look after your health — like 24/7 on-demand care over Video Chat.

### What's included in your sponsored membership, at no cost to you

- ✓ 24/7 on-demand care via Video Chat in our app
- ✓ Discuss Common Conditions, quick care through our app for an array of health needs
- ✓ Messaging with your provider
- ✓ An easy-to-use app to help you manage your care

### What's billed to insurance

- Scheduled In-office and Remote Visits  
Your copay and/or deductible may apply.
- Annual Wellness Visit  
Insurance typically covers the full cost of one annual physical, like our Live Well Visit, every 365 days (excluding lab work and vaccines) — no copay or deductible.
- Lab work and vaccines  
Your deductible, coinsurance, or copay may apply.

## Here's how billing works

1. You see a One Medical provider for an in-person Office Visit or scheduled Remote Visit.
2. You pay your standard copay (if applicable) at the end of your appointment.
3. We file a claim with your insurance for the care you received.
4. Your insurance company processes your claim.
5. You'll receive an Explanation of Benefits (EOB) to let you know what is and isn't covered.
6. We email you a billing statement.
7. If you haven't met your deductible, you'll pay any remaining balance in our app.

## Still have questions?

Email [hello@onemedical.com](mailto:hello@onemedical.com) and we'll be happy to help.

Activate your sponsored membership today. The cost of membership is covered for you, your spouse/partner, and dependents.

Sign up now at  
[onemedical.com/mybenefit](https://onemedical.com/mybenefit)  
Use code **RVTECHXOM**

