

# FAQ.

You've got Q's? We've got A's.

Learn more about how Twentyeight Health works.

For any additional questions, please email us at [contact@twentyeighthhealth.com](mailto:contact@twentyeighthhealth.com).

You can also call or text us at [929-352-0060](tel:929-352-0060), Monday to Friday, 9AM – 5PM ET.

## General

WHAT IS TWENTYEIGHT HEALTH?

WHICH STATES DO YOU SERVE IN?

WHO IS TWENTYEIGHT FOR?

CAN I GET BIRTH CONTROL IF I AM UNDER 18?

WHAT IF I'M UNDER 18 IN FL?

WHAT IF I'M UNDER 18 IN AZ, IA, MO, MS, MT, NV, SD, TX, UT & WY?

HOW CAN MY PARENTS/GUARDIAN GIVE THEIR CONSENT?

CAN I GET A NEW PRESCRIPTION FOR BIRTH CONTROL?

CAN I GET REFILLS FOR MY PRE-EXISTING BIRTH CONTROL PRESCRIPTION?

DO YOU ACCEPT INSURANCE?

DO YOU ACCEPT MEDICAID?



HOW DO I PAUSE OR CANCEL MY ACCOUNT?

HOW DO I RESTART MY ACCOUNT IF I'VE ALREADY PAUSED OR CANCELLED IT?

I STILL HAVE MORE QUESTIONS. WHO SHOULD I CONTACT?

## How it works

GENERAL

HOW IT WORKS

PRICING AND BILLING

DELIVERY

BIRTH CONTROL

MORNING AFTER PILL

HERPES TREATMENT

PRENATAL VITAMINS

COVID-19 TESTS

PRIVACY

PARTNERSHIP AND REFERRAL

BEDSIDER'S BCBENEFITS

HOW DOES TWENTYEIGHT HEALTH WORK?

1. Fill out a brief interactive online medical questionnaire. If you have any questions, you can securely message or schedule an audio consultation with one of our doctors at no additional cost.

2. Once the doctor has confirmed your eligibility\* and the most appropriate treatment options, they will write you a prescription or renew your existing prescription, generally within 1 business day.

3. Your medication is delivered directly to your home within 3-5 business days.

P.S. Once you've signed up, you can securely message a doctor with any questions. You can also schedule an audio consultation. We want to make sure you have a trusted source for information who can help to find an option that works for you.

*\*If you live in Mississippi, you are required to have an audio consultation with a doctor to confirm your eligibility.*

WHAT BIRTH CONTROL OPTIONS CAN I GET THROUGH TWENTYEIGHT HEALTH?

WHAT INFO DO I NEED TO PROVIDE IN ORDER TO SIGN UP?

WHAT TYPES OF DOCTORS WILL I INTERACT WITH?

WHAT IF I HAVE MORE MEDICALLY-RELATED QUESTIONS AFTER I FILL OUT THE QUESTIONNAIRE?

WHAT CAN I EXPECT DURING AN AUDIO CONSULTATION WITH A TWENTYEIGHT HEALTH DOCTOR?

WHAT HAPPENS IF I CAN'T MAKE MY AUDIO CONSULTATION WITH THE DOCTOR?



CAN TWENTYEIGHT CONSULT WITH MY PRIMARY CARE PHYSICIAN (PCP)?



HOW DO I GET TWENTYEIGHT IF I LIVE IN MISSISSIPPI?



## Pricing and billing

WHAT IS THE COST OF USING TWENTYEIGHT HEALTH SERVICES?



WHAT ARE MULTIPACK SAVINGS?



WHAT WILL I BE CHARGED FOR?



WHEN DO I GET CHARGED?



HOW DO I KNOW WHAT MY COPAY WILL BE?



WILL I GET A BILLING REMINDER ABOUT MY NEXT DELIVERY?



WHERE ARE THE MEDICATIONS SOURCED FROM?



WHAT DOES THE \$20 ANNUAL DOCTOR EVALUATION FEE COVER?



## Delivery

HOW MANY MONTHS OF BIRTH CONTROL CAN I RECEIVE AT A TIME?



HOW CAN I TRACK MY SHIPMENT?



DO I NEED TO BE HOME WHEN YOU DELIVER?



WHO DISPENSES, FILLS AND SENDS MY DELIVERIES?

ARE REFILLS AUTOMATED OR DO I HAVE TO REFILL THEM EVERY TIME?

CAN I HAVE MY PRESCRIPTION SENT TO MY LOCAL PHARMACY?

WHAT SHOULD I DO IF I MOVE AND NEED TO CHANGE MY DELIVERY ADDRESS?

## Birth control

HOW DO I KNOW WHAT BIRTH CONTROL TO GET?

WHAT BRANDS ARE AVAILABLE AT TWENTYEIGHT?

WHAT ARE THE POTENTIAL SIDE EFFECTS?

DO YOU OFFER THE MORNING AFTER PILL (EMERGENCY CONTRACEPTION)?

DO YOU OFFER INTERNAL CONDOMS?

## Morning after pill



WHAT IS THE MORNING AFTER PILL?

HOW DOES THE MORNING AFTER PILL WORK?

WHEN DO I NEED TO TAKE THE MORNING AFTER PILL?

HOW DO I GET THE MORNING AFTER PILL AND HOW MUCH DOES IT COST?

## Herpes Treatment

WHAT KIND OF HERPES TREATMENT DO YOU OFFER? 

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HOW MUCH DOES HERPES TREATMENT COST? 

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WHO IS ELIGIBLE FOR HERPES TREATMENT FROM TWENTYEIGHT? 

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CAN I GET HERPES TREATMENT PRESCRIBED IF I DON'T HAVE A BIRTH CONTROL SUBSCRIPTION? 

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CAN I ORDER HERPES TREATMENT IF I ALREADY USE TWENTYEIGHT HEALTH'S SERVICES? 

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## Prenatal Vitamins

DO YOU OFFER PRENATAL VITAMINS? 

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CAN I ORDER PRENATAL VITAMINS IF I DON'T HAVE A BIRTH CONTROL SUBSCRIPTION? 

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CAN I ORDER PRENATAL VITAMINS IF I ALREADY USE TWENTYEIGHT HEALTH SERVICES? 

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HOW MUCH DO PRENATAL VITAMINS COST? 

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## COVID-19 Tests

DO YOU OFFER COVID-19 TESTS? 

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CAN I ORDER COVID-19 TESTS IF I DON'T HAVE A BIRTH CONTROL SUBSCRIPTION? 

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CAN I ORDER COVID-19 TESTS IF I ALREADY USE TWENTYEIGHT'S SERVICES? 

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CAN I GET REIMBURSED IF I PAY UPFRONT FOR COVID-19 TESTS?

## Privacy

ARE MY RECORDS KEPT PRIVATE?

## Partnership and referral

I'M A NONPROFIT ORGANIZATION. HOW CAN WE PARTNER WITH TWENTYEIGHT HEALTH?

I LOVE WHAT TWENTYEIGHT HEALTH IS DOING! DO YOU HAVE A REFERRAL PROGRAM?

## Bedsider's BCBenefits

I'M CURIOUS ABOUT BEDSIDER'S BCBENEFITS. HOW CAN I LEARN MORE?

I'M HAVING TROUBLE SIGNING UP WITH MY BCBENEFITS CODES. WHAT DO I DO?

Sign up for The Monthly Flow, the newsletter of Twentyeight Health<sup>SM</sup> to stay up to date on the latest in women's health.

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