AHP Live Care Sign-Up Quick Tip Sheet (QTS)

AHP Live Care is 24/7 care from your smartphone or computer at $0 cost for all Colorado School of Mines Students through 7/31/2021. AHP Live Care is a convenient way to get care. See a provider from the comfort of your own home – or anywhere else for that matter. Safe and secure, it’s the quality care you need, made easier. See step-by-step screenshots for how to sign up and get started below.

1. By going to [AHPLiveCare.com](http://AHPLiveCare.com) you will be automatically re-directed to AMWell.com. This is where you Sign up!

2. Select your current location for *where you are at right now* (this can be changed later).
3. Follow these steps exactly – and enter YOUR PERSONAL CWID. Service Key is “AHPFREE”.

3a: Do you have health insurance?
- Yes

3b: Insurance may cover all or part of your visits. If your plan isn’t listed, you can still have a visit.

3c: Enter your CWID
- CWID!!!

3d: Are you the Primary Subscriber?
- Yes
- No
- Skip this step / My plan isn’t listed

3e: Enter this exactly
- AHPFREE

3f: Click

3g: Click

Yay! You did it!

Finish
4. Changing/updating your location – this is important as many of us are outside of Colorado.

4a: To change location

4b: Select your new and current location

4c: This should always be where you are currently
5.: Selecting the service you want.

5a: Virtual, free options for you to receive care!

5b: Click here

5c: Or here to schedule an appointment
Trouble-Shooting

1. **AHPLiveCare.com** will often re-direct you to **amwell**. They are linked.
2. Some green **“Continue”** buttons are tricky and ask for your insurance in ways that may prompt you to select your personal insurance plan – if the Colorado School of Mines SHIP isn’t an option for insurance, DON’T provide your personal insurance plan. Please select **“Skip”**.
3. Through the Colorado School of Mines, you will not need to provide a credit card or make online payments. If prompted for payment, enter the code AHPFree again or go back and sign-up following above steps. Do not use your personal insurance information.
4. Please report any issues that you may encounter to SHIP@mines.edu.

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If you get to this screen, DO NOT SELECT THIS OPTION! You must choose Colorado School of Mines SHIP insurance plan only!
Instead, click “Skip” as you can receive these services for free as a Mines student.