

Date: December 12, 2020
To: [REDACTED]
From: Ray Eckman
Subject: Chatbot FAQ

I am excited to share a list of FAQs with you to be displayed on the Chattie Doctor Finder website. The target audience for this list is those who have recently moved to Salt Lake, Utah, or Wasatch Counties and are trying to locate new doctors. I expect that the service will be of most use to those who are most comfortable with technology and who have a history of visiting doctors. Because of this, it is likely that the average user will be between 26 and 50 years old.

The FAQs primarily cover information about insurance providers, geographical questions, and general knowledge questions about Chattie. I look forward to any suggestions you may have and hope to hear back from you soon.

Regards,

Ray Eckman

1. What is Chattie?

Chattie is a personalized Chatbot that can help you find a new Healthcare Provider contracted with your insurance within Utah. (keywords: Chattie, Chatbot, healthcare, Utah)

2. Do I *have* to use Chattie to find a provider?

Nope! But we think you should — Chattie was designed to streamline this process and make it effortless. If you'd rather do it the hard way, you can [chat with one of our representatives](#)¹. (keywords: Chattie, Providers, find, representatives)

3. How will I know my insurance information is safe?

Chattie utilizes a HIPAA certified database to store information only for the duration of your chat. As soon as you close the chat window, Chattie deletes your provided information. To better understand HIPAA, check out [their website](#)². (Keywords: HIPAA, Insurance, Safety, Security)

4. Which insurances do you work with?

Aetna, Blue Cross Blue Shield, Cigna, DMBA, EMI, IHC Select / Select Health, Medicaid, Medicare, Molina, PEHP, UMR, United HealthCare / UHC, Wise Network. (Keywords: Insurance, in-network)

5. What if you guys can't find my insurance provider?

While Chattie knows most insurance plans, there are a few we haven't met yet! Most likely, these fall under an umbrella of some more major insurance plans like Blue Cross Blue Shield, but if that isn't the case, you'll probably need to ask your insurance provider to find a doctor in network. Please [let us know](#)³ if you don't see your insurance listed, so we can try to [add your insurance to our list](#)⁴. (Keywords: Insurance, out-of-network)

6. What types of providers can Chattie find?

Chattie can be used to find: Primary Care, Cardiologists, Dentists, Dermatologists, Endocrinologists, OBGYN, Optometrists/Ophthalmologists, Psychiatrists/Psychologists, and [many more](#)⁴! (Keywords: Chattie, Doctors, Specialty)

7. Can Chattie help me find more than one provider?

Absolutely! Chattie can help you find as many providers as you need. (keywords: Chattie, Multiple, providers, find)

8. How does Chattie know what kind of doctor I will need?

Chattie will help you after guiding you through a [personalized questionnaire](#)⁵ to ensure you find the appropriate doctor for your conditions.

9. How do I know Chattie has picked the best provider for me?

Chattie uses an extensive optimized network to help personalize the provider finding process. After inputting your information, Chattie will search for the best match for your condition and insurance. (Keywords: Chattie, Doctors, Find, Specialty, questionnaire)

10. What if Chattie can't find a provider for me?

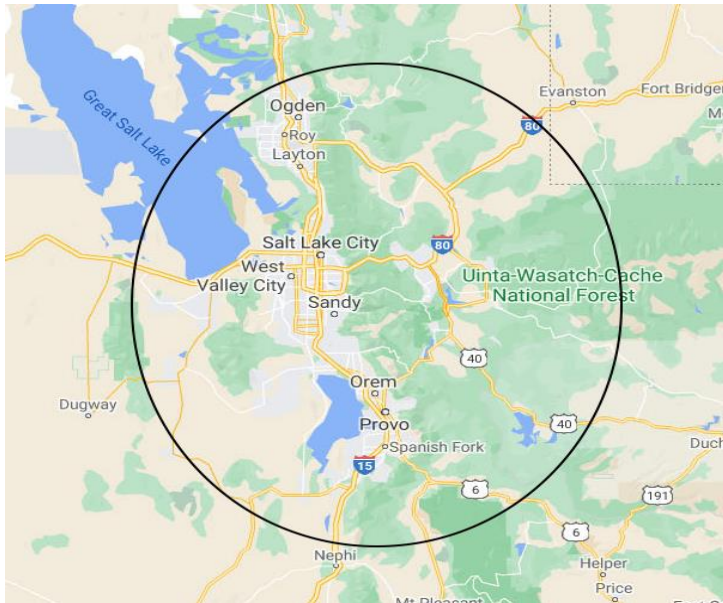
In the event of being unable to find a provider, Chattie can connect you to a Healthcare professional who will be able to help you find somewhere that can help. (keywords: Chattie, find, provider, doctor)

11. What if I don't have insurance?

Chattie can still help you out! We can match you to doctors whether they're covered by your insurance provider—or even if you don't have insurance at all. (keywords: Insurance, none, no insurance)

12. What areas does Chattie cover?

Chattie covers Utah, Salt Lake, and Wasatch Counties. (Keywords: zipcode, Utah, Salt Lake, Wasatch, Counties)



Map provided courtesy of Google Maps

13. What if I don't live near your provided zipcodes?

We're currently looking to expand. [Go here³](#) to help us come to you! (Keywords: zipcode, Utah, Salt Lake, Wasatch, County)

14. Can Chattie set up an appointment for me?

No. Chattie doesn't currently support this feature. (Keywords: schedule, appointment, online)

15. What if I don't like the doctor that Chattie recommended?

We're sorry to hear that! Chattie gives a list of options for you to choose from—we recommend that you try another of the options next time. (Keywords: bad doctors, bad review, bad experience)

¹ Opens a chat window ticket for a live representative.

² Links to: <https://www.hhs.gov/hipaa/index.html>

³ Opens a form to make recommendations for places to expand and to report providers we don't currently partner with.

⁴ Opens our comprehensive list of providers.

⁵ Opens Chattie and starts the questionnaire.