



## Blue Cross Online Visits<sup>SM</sup>

Medical and behavioral health

### Convenient online care for body and mind

It's as simple as using your smartphone, tablet or computer anywhere in the U.S. to meet with:

- A doctor for minor illnesses such as a cold, flu or sore throat when their primary care doctor isn't available.
- A behavioral health professional or psychiatrist to help work through different challenges such as anxiety or grief.

### For the whole family

Family members on your plan can also use online visits. Just add children younger than 18 to your account. Your spouse, and children 18 and over, should create their own accounts.



Confidence comes with every card.®

## What's included in online visits

### Medical care

Use it when you're traveling or at home with a sick child. Or when your primary care doctor isn't available.

Visits last about 10 minutes although the doctor will spend as much time as needed. You can see a doctor on demand or by appointment 24 hours a day, seven days a week.

### Behavioral health care

Online visits give you more choices for behavioral health care. Talk to therapists and psychiatrists about life's challenges from the comfort of home.

#### Therapy visits

Therapists such as psychologists, licensed clinical social workers, marriage and family therapists and professional counselors use talk therapy.

Therapy is available to adults and children age 10 and older by appointment from 7 a.m. to 11 p.m. Visits typically last 45 minutes.

#### Psychiatry visits

Psychiatrists can make diagnoses and prescribe and manage medications.

Psychiatry is available to adults age 18 and over and visits are by appointment only. Extended hours during evenings and on weekends may be available. The initial visit usually lasts 45 minutes with 15 minute follow-up visits.

### Prescriptions

Doctors may write prescriptions, if appropriate. They don't write prescriptions for controlled substances.

## How does it work?

### Fast and convenient

#### Sign up now

**Mobile** – Download the BCBSM Online Visits<sup>SM</sup> app

**Web** – Visit [bcbsmonlinevisits.com](https://bcbsmonlinevisits.com)

**Phone** – Call 1-844-606-1608

Add your Blue Cross or Blue Care Network health care plan information.



### See a doctor or therapist

1. Launch the online visits app or website, and log in to your account.
2. Choose a service: *Medical*, *Therapy* or *Psychiatry*.
3. Pick a doctor or begin a scheduled visit and enter your payment information.
4. Meet with the doctor or therapist online.
5. Get a prescription, if appropriate, sent to a local pharmacy.
6. Send a visit summary to your primary care doctor or other health care provider at the end of your online visit.

### Choose a doctor or therapist who's right for you

There are hundreds of doctors and therapists to choose from. They're all specially trained in online visits. You can read their profiles to learn more about them such as languages they speak and other experience.

Doctors have an average of 15 years practicing medicine and are U.S. board-certified. They have experience in areas such as pediatrics, family medicine and emergency care. Psychiatrists are board-certified in psychiatry or neurology.

The masters- and doctoral-level therapists are licensed and credentialed in the state where you're having a visit.

**For questions about your online visits account or an online visit, call 1-844-606-1608, 24 hours a day, seven days a week.**

Remember to coordinate all care through your primary care doctor. Blue Cross Online Visits<sup>SM</sup> uses the American Well<sup>®</sup> technology platform and provider network, and is powered by American Well<sup>®</sup>. American Well<sup>®</sup> is an independent company that provides online visits for Blue Cross and BCN members.

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

