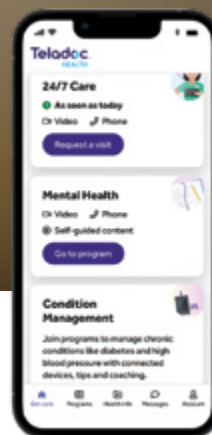




Virtual Care



Frequently asked questions

Virtual care that's always there

WHAT IS VIRTUAL CARE?

Taking care of yourself and your family's health can be as easy as using your smartphone, tablet or computer for a virtual visit with a U.S. board-certified doctor or licensed therapist.

With **Virtual Care** by Teladoc Health®, you don't need an appointment for medical care, although an appointment for mental health visits is required.

HOW DO I SIGN UP?

Visit bcbsm.com/virtualcare for a link to download the Teladoc Health app. You can also open the Blue Cross Blue Shield of Michigan mobile app, click *Find Care* and then *Virtual Care*.

You'll need your Blue Cross member ID card. Remember to choose your health plan and enter your member ID number when updating or creating your account, so your coverage is applied correctly.

**READY
TO HELP**





WHEN WOULD I USE 24/7 CARE?

When your primary care provider isn't available, you can talk to a U.S. board-certified doctor about minor illnesses such as:

- Sinus and respiratory infections
- Cold and flu
- Painful urination
- Eye irritation or redness
- Sore throat

Your primary care provider may offer virtual visits. Talk to your provider about the services he or she offers.

If your life is at risk, call 911 or go to the nearest emergency room.

WHEN WOULD I USE MENTAL HEALTH?

You can have a virtual visit with a therapist or psychiatrist when you're struggling with challenges such as anxiety, depression and grief.

This private and confidential mental health care gives you more options and access. It's meant to provide ongoing, long-term support.

For immediate behavioral health care, call the Behavioral/Mental Health and Substance Abuse number on the back of your Blue Cross member ID card.

Virtual Care provides routine psychological and psychiatric treatment. Virtual Care does not provide treatment for complex mental health and substance use disorder conditions.

HOW DO I HAVE A VIRTUAL VISIT?

1. Open the Teladoc Health app. Or open the Blue Cross app, click *Find Care* and then *Virtual Care*.
2. Choose a service: *24/7 Care* or *Mental Health*.
3. Pick a doctor or begin a scheduled visit.
4. Meet with the doctor or therapist online.
5. Get a prescription, if appropriate, sent to your preferred pharmacy.
6. After your visit, you can share an optional visit summary with your primary care provider.

HOW LONG DOES A VISIT TAKE?

For medical visits, the average wait time is 10 minutes. Length of visits vary. Doctors will take as much time as necessary to address the issue, answer questions and determine next steps.

Therapy visits are scheduled for 45 minutes. Psychiatry visits are 30 to 40 minutes for the initial visit; follow-up visits are 15 minutes.

DO I NEED TO MAKE AN APPOINTMENT?

Medical care is available 24/7 without an appointment.

Mental health visits are available by appointment only. Licensed therapists and U.S. board-certified psychiatrists are available from 7 a.m. to 9 p.m. seven days a week.

Therapy is available for members ages 13 and up. Psychiatry is available for members ages 18 and up.

A parent or guardian will need to be present at the start and end of therapy visits for children ages 13 to 17.

HOW MUCH DOES IT COST?

Costs for medical visits will vary, depending on the complexity and length of your visit. Your out-of-pocket costs are based on your existing medical benefits.

Costs for mental health visits vary, depending on the type of provider and the services you receive. Your out-of-pocket costs are based on your existing outpatient behavioral health benefits.

You'll see your cost before you start your visit. Be sure you've added your Blue Cross health plan information to your Virtual Care account.

WILL I GET A PRESCRIPTION DURING A VISIT?

If a prescription is needed, the doctor will send an electronic prescription to a pharmacy you choose. Make the most of your benefits by choosing an in-network pharmacy. You'll pay for the prescription at the pharmacy according to your pharmacy benefit.

Doctors don't prescribe controlled substances.

WHAT KIND OF PROVIDERS ARE AVAILABLE?

The doctors and therapists are specially trained in online visits. You can read their profiles to learn about them, including the languages they speak, education and gender.

Doctors have an average of 20 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.

Providers are licensed in the state where you're having a visit.

CAN MY FAMILY USE VIRTUAL CARE?

Yes. Everyone on your health care plan can use it. Parents and guardians can add children ages 17 and younger to their account and have medical visits on their behalf.

Spouses and adult children ages 18 and older must set up their own accounts.

WHAT IF I NEED HELP WITH VIRTUAL CARE?

If you have questions or need help with your Virtual Care account or an online visit, please call **1-855-838-6628**. Help is available 24 hours a day, seven days a week.

All Virtual Care services from Teladoc Health are separate from virtual care other providers may offer. Remember to follow up with your primary care provider. Your plan may have copayments, deductibles and out-of-pocket costs.

Teladoc Health® is an independent company that provides Virtual Care Solutions for Blue Cross Blue Shield of Michigan and Blue Care Network. Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.



If you, or someone you're helping, needs assistance, you have the right to get help and information in your language at no cost. To talk to an interpreter, call the Customer Service number on the back of your card, or 877-469-2583, TTY: 711 if you are not already a member.

إذا كنت أنت أو شخص آخر تساعده بحاجة لمساعدة، فلدك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك دون أية تكلفة. للتحدث إلى مترجم اتصل برقم خدمة العملاء الموجود على ظهر بطاقتك، أو برقم 711 TTY: 711-469-877، إذا لم تكن مشتركاً بالفعل.

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Falls Sie oder jemand, dem Sie helfen, Unterstützung benötigt, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer des Kundendienstes auf der Rückseite Ihrer Karte an oder 877-469-2583, TTY: 711, wenn Sie noch kein Mitglied sind.

You can also file a civil rights complaint with the U.S. Department of Health & Human Services Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail, phone, or email at: U.S. Department of Health & Human Services, 200 Independence Ave, S.W., Washington, D.C. 20201, phone: 800-368-1019, TTD: 800-537-7697, email: OCRComplaint@hhs.gov. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.