



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

## Frequently asked questions

Convenient and affordable virtual medical and behavioral health care

### WHAT IS BLUE CROSS ONLINE VISITS<sup>SM</sup>?

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, nurse practitioner or licensed therapist.

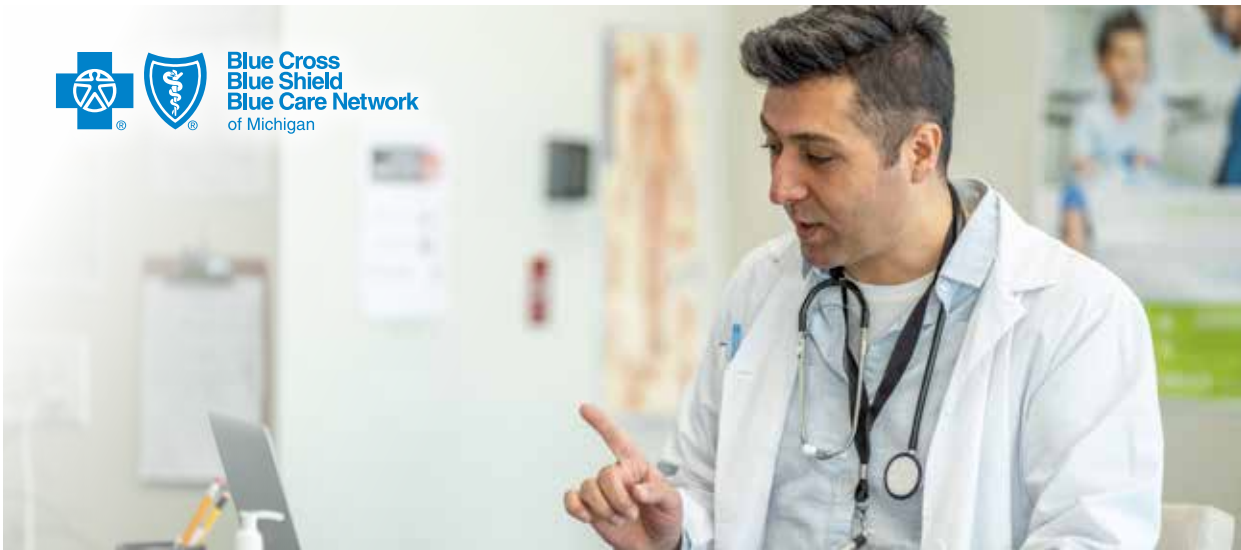
With Blue Cross Online Visits, no appointment is necessary for medical care, although you'll need an appointment for behavioral health visits.

### HOW DO I SIGN UP?

To start a visit or sign up, just download the BCBSM Online Visits<sup>SM</sup> app or visit **[bcbsmonlinevisits.com](https://bcbsmonlinevisits.com)**.

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





## WHEN WOULD I USE MEDICAL CARE?

When your primary care provider isn't available, you can talk to a U.S. board-certified doctor or nurse practitioner 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 THERAPY OR PSYCHIATRY?

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 behavioral health care gives you more options and access to this kind of care. It's meant to provide ongoing, long-term support.

For immediate behavioral health care, call the behavioral health care number on the back of your Blue Cross member ID card.

Blue Cross Online Visits does not treat substance use disorder.

## HOW DO I HAVE A VIRTUAL VISIT?

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.
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 IT TAKE?

For medical visits, the average wait time is five minutes. Most visits take about 10 minutes.

Therapy visits are scheduled for 45 minutes. Psychiatry visits are 45 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.

Behavioral health visits are available by appointment only.

- Therapists are available from 7 a.m. to 11 p.m. for adults and children ages 10 and older.
- Psychiatrists set their own hours and some may offer evening or weekend appointments. Visits are for adults ages 10 and older.

## HOW MUCH DOES IT COST?

Medical visits are \$59 or less. If you have a plan with a copay, it's generally equal to or less than what you pay for a primary care office visit.

Costs for behavioral 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 or start at \$85.

You'll see your cost before you start your visit. Be sure you've added your Blue Cross health plan information to your Blue Cross Online Visits 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 won't prescribe controlled substances.

## WHAT KIND OF PROVIDERS ARE AVAILABLE?

The doctors, nurse practitioners and therapists are specially trained in online visits. You can read their profiles to learn more about them such as languages they speak and their 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 master's- and doctoral-level therapists are psychologists, licensed clinical social workers, marriage and family therapists and professional counselors. They're licensed and credentialed in the state where you're having a visit.

## WILL A DOCTOR PROVIDE MEDICAL FORMS OR BACK TO SCHOOL NOTES?

If appropriate, doctors may provide back-to-work or school notes. You can print these at the end of your visit. Check with your school or employer to see if they will accept these notes.

Blue Cross Online Visits providers can't supply federal or state forms that require in-person evaluations (for example, Family Medical Leave Act, disability, handicap parking permits).

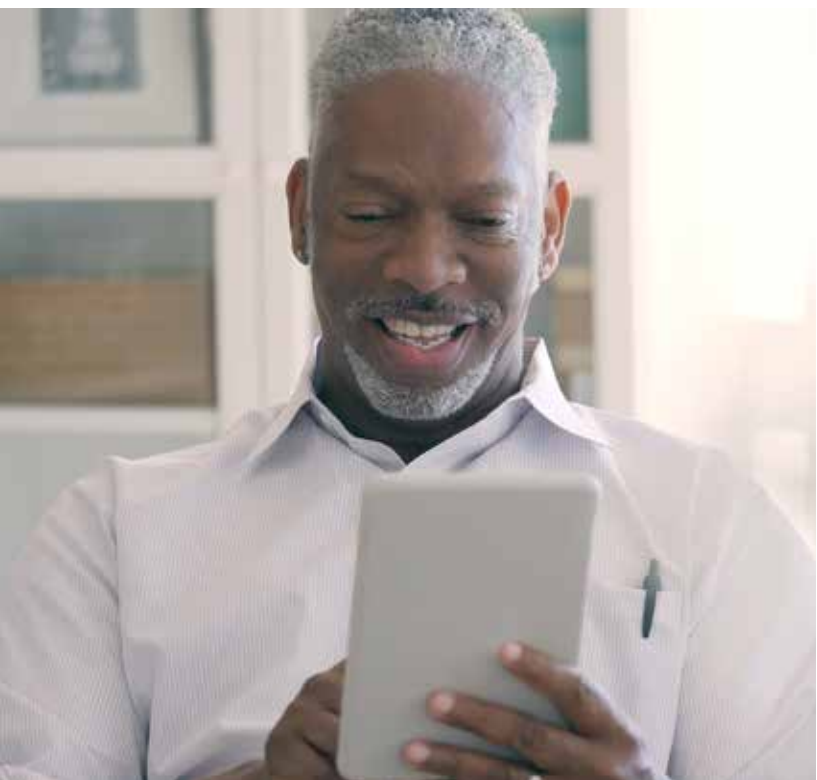
## CAN MY FAMILY USE BLUE CROSS ONLINE VISITS?

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 BLUE CROSS ONLINE VISITS?

If you have questions or need help with your Blue Cross Online Visits account or an online visit, please call 1-844-606-1608, 24/7.



Remember to follow up with your primary care provider. Your plan may have copayments, deductibles and out-of-pocket costs.

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