



# Blue Cross Online Visits

Medical and behavioral health

### Frequently asked questions

Convenient online care for body and mind.

### 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 to meet with a doctor or therapist face to face. With online visits, you have access to around-the-clock medical care or scheduled behavioral health care, anywhere in the U.S.

### Blue Cross Blue Shield Blue Care Network of Michigan

Confidence comes with every card.

### How does it work?

Blue Cross Online Visits is fast and convenient. There's no cost to enroll and no monthly fee. Here's how you sign up:

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

Web - Visit bcbsmonlinevisits.com

Phone - Call 1-844-606-1608

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



# What medical illnesses can be treated online?

When you can't get to your doctor's office, you can talk to an online doctor about minor illnesses such as:

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

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

# What behavioral health concerns does online visits address?

You can speak with a therapist or psychiatrist if you're struggling with challenges such as anxiety, depression and grief. Therapists use talk therapy, while psychiatrists manage medications.

#### How do I have an online 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 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 an optional visit summary to your primary care doctor or other health care provider at the end of your online visit.

### How long does an online visit take?

For medical visits, you can see a doctor and get a prescription, if necessary, in usually less than 15 minutes. The average time spent with a doctor is 10 minutes, but a visit may last as long as needed.

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 hours a day, seven days a week without an appointment.

Behavioral health visits are available by appointment only.

- Therapy is available from 7 a.m. to 11 p.m. for adults and children 10 and over.
- Psychiatrists set their own hours and some may also offer evening or weekend appointments.
   Visits are for adults age 18 and over.

#### How much does it cost?

Medical visits are \$49 or less, based on your cost share. 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 cost share is based on your existing outpatient behavioral health benefits.

### Will I get a prescription during a visit?

Prescriptions may be written at the doctor's discretion. If a prescription is appropriate, the doctor will send an electronic prescription to a pharmacy you choose. Make the most of your benefits by choosing an innetwork pharmacy. You'll pay for the prescription at the pharmacy according to your pharmacy benefit.

Doctors won't prescribe controlled substances.

# What kind of doctors and therapists will I see?

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 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. Telehealth doctors can't provide federal or state forms that require in-person evaluations (for example, Family Medical Leave Act, disability, handicap parking permits).

## Can my children or spouse use online visits?

Yes. Parents and guardians can add children younger than age 18 to their account and have medical visits on their behalf.

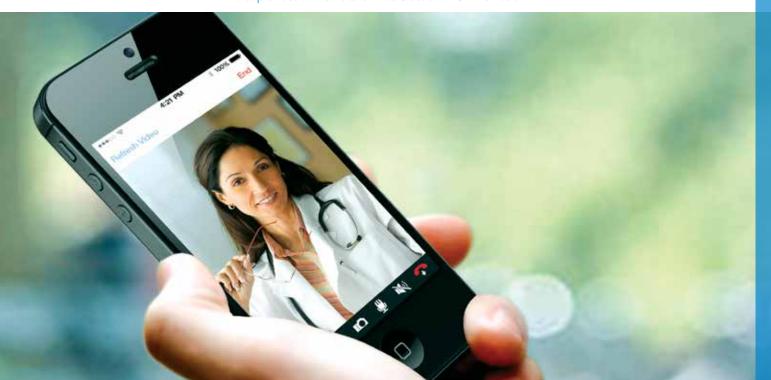
Spouses and adult children over 18 can create their own account using the BCBSM Online Visits app or going to **bcbsmonlinevisits.com**.

# What if I need help with my online visits account or an online visit?

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 hours a day, seven days a week.

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

Remember to coordinate all care with your primary care doctor. Online visits are powered by American Well®, an independent company that provides online visits for Blue Cross and BCN members.



#### We speak your language

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.

Si usted, o alguien a quien usted está ayudando, necesita asistencia, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al número telefónico de Servicio al cliente, que aparece en la parte trasera de su tarjeta, o 877-469-2583, TTY: 711 si usted todavía no es un miembro.

إذا كنت أنت أو شخص آخر تساعده بحاجة لمساعدة، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك دون أية تكلفة. للتحدث إلى مترجم اتصل برقم خدمة العملاء الموجود على ظهر بطاقتك، أو برقم TTY:711 8872-469-877، إذا لم تكن مشتر كا بالفعل.

如果您,或是您正在協助的對象,需要協助,您有權利免費以您的母語得到幫助和訊息。要洽詢一位翻譯員,請撥在您的卡背面的客戶服務電話;如果您還不是會員,請撥電話877-469-2583,TTY:711。

کی بیسلان کی به بند فئے وقی دفیدر دوران کی مختلات کے بیسلان کی بہتر بند فئے وقی دفیدر کی بیسلان کی بیسلان کی ب بیسلان کی دلمبلک خلافتی کی دولامیکورٹ نے کا 117:711 وقدی کی بیسلان کی بیسلان کی بیسلان کی بیسلان کی بیسلان کی بیسلان کی کی بیسلان کی

Nếu quý vị, hay người mà quý vị đang giúp đỡ, cần trợ giúp, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi số Dịch vụ Khách hàng ở mặt sau thẻ của quý vị, hoặc 877-469-2583, TTY: 711 nếu quý vị chưa phải là một thành viên.

Nëse ju, ose dikush që po ndihmoni, ka nevojë për asistencë, keni të drejtë të merrni ndihmë dhe informacion falas në gjuhën tuaj. Për të folur me një përkthyes, telefononi numrin e Shërbimit të Klientit në anën e pasme të kartës tuaj, ose 877-469-2583, TTY: 711 nëse nuk jeni ende një anëtar.

만약 귀하 또는 귀하가 돕고 있는 사람이 지원이 필요하다면, 귀하는 도움과 정보를 귀하의 언어로 비용 부담 없이 얻을 수 있는 권리가 있습니다. 통역사와 대화하려면 귀하의 카드 뒷면에 있는 고객 서비스 번호로 전화하거나, 이미 회원이 아닌 경우 877-469-2583, TTY: 711로 전화하십시오.

যদি আপনার, বা আপনি সাহায্য করছেন এমন কারো, সাহায্য প্রয়োজন হয়, তাহলে আপনার ভাষায় বিনামূল্যে সাহায্য ও তথ্য পাওয়ার অধিকার আপনার রয়েছে। কোনো একজন দোভাষীর সাথে কথা বলতে, আপনার কার্ডের পেছনে দেওয়া গ্রাহক সহায়তা নম্বরে কল করুন বা 877-469-2583, TTY: 711 যদি ইতোমধ্যে আপনি সদস্য লা হয়ে থাকেন।

Jeśli Ty lub osoba, której pomagasz, potrzebujecie pomocy, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer działu obsługi klienta, wskazanym na odwrocie Twojej karty lub pod numer 877-469-2583, TTY: 711, jeżeli jeszcze nie masz członkostwa.

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.

Se tu o qualcuno che stai aiutando avete bisogno di assistenza, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, rivolgiti al Servizio Assistenza al numero indicato sul retro della tua scheda o chiama il 877-469-2583, TTY: 711 se non sei ancora membro.

ご本人様、またはお客様の身の回りの方で支援を必要とされる方でご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳とお話される場合はお持ちのカードの裏面に記載されたカスタマーサービスの電話番号(メンバーでない方は877-469-2583, TTY: 711)までお電話ください。

Если вам или лицу, которому вы помогаете, нужна помощь, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по номеру телефона отдела обслуживания клиентов, указанному на обратной стороне вашей карты, или по номеру 877-469-2583, TTY: 711, если у вас нет членства.

Ukoliko Vama ili nekome kome Vi pomažete treba pomoć, imate pravo da besplatno dobijete pomoć i informacije na svom jeziku. Da biste razgovarali sa prevodiocem, pozovite broj korisničke službe sa zadnje strane kartice ili 877-469-2583, TTY: 711 ako već niste član.

Kung ikaw, o ang iyong tinutulungan, ay nangangailangan ng tulong, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa numero ng Customer Service sa likod ng iyong tarheta, o 877-469-2583, TTY: 711 kung ikaw ay hindi pa isang miyembro.

#### Important disclosure

Blue Cross Blue Shield of Michigan and Blue Care Network comply with Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross Blue Shield of Michigan and Blue Care Network provide free auxiliary aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and information in other formats. If you need these services, call the Customer Service number on the back of your card, or 877-469-2583, TTY: 711 if you are not already a member. If you believe that Blue Cross Blue Shield of Michigan or Blue Care Network has failed to provide services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail, fax, or email with: Office of Civil Rights Coordinator, 600 E. Lafayette Blvd., MC 1302, Detroit, MI 48226, phone: 888-605-6461, TTY: 711, fax: 866-559-0578, email: CivilRights@bcbsm.com. If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you.

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 <a href="https://ocrportal.hhs.gov/ocr/portal/lobby.jsf">https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</a>, 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: <a href="mailto:oCRComplaint@hhs.gov">oCRComplaint@hhs.gov</a>. Complaint forms are available at <a href="http://www.hhs.gov/ocr/office/file/index.html">http://www.hhs.gov/ocr/office/file/index.html</a>.

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