



Blue Cross Online VisitsSM

Medical

Frequently asked questions

With online health care, you can see a U.S. board-certified doctor anytime, anywhere. No appointment needed.

What is Blue Cross Online VisitsSM?

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 face to face. With online visits, you have access to around-the-clock medical care anywhere in the U.S., when your primary care doctor isn't available.

What illnesses can be treated online?

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



Confidence comes with every card.®



How does it work?

Blue Cross Online Visits is fast and convenient. Here's how you sign up:

Mobile – Download the BCBSM Online VisitsSM app

Web – Visit bcbsmonlinevisits.com

Phone – Call 1-844-606-1608

- Add your Blue Cross or Blue Care Network health care plan information.
- Add service key **BLUE**. Using the service key ensures that you'll see the services covered by your health plan.

How do I have an online visit?

1. Launch the online visits app or website, and log in to your account. You can also initiate a telemedicine visit over the phone by calling 1-844-606-1608.
2. Pick a doctor and enter your payment information.
3. Meet with the doctor online.
4. Get a prescription, if appropriate, sent to a local pharmacy.
5. Send a visit summary to your primary care doctor or other health care provider at the end of the online visit.

How long does an online visit take?

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.

How much does it cost?

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. There's no cost to enroll and no monthly fee.

What kind of doctor will I see?

You'll see doctors who:

- Are specially trained in online visits with an average of 15 years practicing medicine.
- Have expertise in areas such as pediatrics, family medicine and emergency room medicine.
- Are U.S. board-certified, licensed and credentialed.

You can read the doctors' profiles to learn more about them such as languages they speak and other experience.

When do I use online visits?

When your primary doctor isn't available and you need fast, convenient, quality care. Take advantage of online health care when:

- Your doctor's office is closed.
- You feel too sick to drive.
- You have children at home and can't leave.
- You're traveling or on vacation.

You'll always be connected with a doctor who is licensed in the state where you're seeking care.

What aren't online visits used for?

Online visits aren't for regular maintenance of chronic medical conditions, emergencies and serious or life-threatening conditions, including:

- Chest pain
- Possible broken bones
- Sudden blurred vision
- Poisoning
- Unconscious state

If you have any of the above symptoms or any other serious medical concerns, please call 911 or go to the nearest emergency room.

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 in-network pharmacy. You'll pay for the prescription at the pharmacy according to your pharmacy benefit.

Doctors won't prescribe controlled substances.

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?

Parents and guardians can add children younger than age 18 to their account and have doctor 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](https://www.bcbsmonlinevisits.com).

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

If you have questions about 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.

U.S. only. Online health care doesn't replace primary doctor relationships. Online visits are powered by American Well®, an independent company that provides online visits for Blue Cross and BCN members.



