



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

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.

#### 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](http://bcbsmonlinevisits.com)

**Phone** – Call 1-844-606-1608

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



Confidence comes with every card.<sup>®</sup>



## 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 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 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](https://www.bcbsm.com/onlinevisits).

## 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.



