

# 24/7 online health care



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

POWERED BY  
AMERICAN WELL<sup>®</sup>

## You now can get quality health care, anytime, anywhere.\*

### Life is online 24/7

You're used to the convenience of banking, shopping and taking care of personal business online when you're pressed for time, or when it's convenient for you. Health care doesn't have to be any different. Why not see a board-certified doctor online too?

### No appointment needed

You can get fast, convenient, affordable online health care 24 hours a day, seven days a week, wherever you are in the U.S.\* Just choose an available doctor, click and go. It's as simple as using your mobile device or computer to meet with a doctor face-to-face, online, when:

- Your primary doctor isn't available.
- You can't leave your home or workplace.
- You're on vacation or traveling for work.
- You're caring for children or a family member and can't leave home.
- You're looking for affordable after-hours care.

### It's for the whole family

Family members on your plan can also use 24/7 online health care. Just add children younger than age 18 to your account. Your spouse, and children age 18 and over, should create their own accounts.

### When should I use an online doctor?

You can use Amwell™, American Well's award-winning and easy-to-use online health care technology, for minor illnesses, such as:

- Sinus and respiratory infections
- Colds, flu and seasonal allergies
- Minor burns, cuts and scrapes
- Skin rash
- Painful urination
- Eye irritation or redness
- Sore throat
- Earache
- Vomiting

## How do I get started with 24/7 online health care?

### Sign up now:

**Mobile** – Download the Amwell app

**Web** – Go to [bcbsm.amwell.com](http://bcbsm.amwell.com)

**Phone** – Call 1-844-733-3627

- Add your Blue Cross or Blue Care Network health care plan information
- Use service key **BCBSM**

**Important:** You may be charged incorrectly if you don't enter your plan information and service key. If you already have an Amwell account, log in and update your plan information and service key.

### How does it work?

Fast and easy:

- Sign up to create your account.
- Log in by web, or launch the Amwell app from your smartphone or tablet.
- Choose an available doctor who's right for you.
- Talk to your doctor and get a prescription, if needed.\*
- At the end of your visit, you'll get a full report to share with your family doctor or other health care providers.
- You can also view your explanation of benefits statement and claims for online health care at [bcbsm.com](http://bcbsm.com).

### What kind of doctor will I see?

A quality, Amwell doctor who:

- Is in network
- Is U.S. board certified
- Has an average of 15 years of experience
- Is specially trained in online care
- Has seen thousands of patients online

### Choose the doctor who's right for you

Every doctor has an online photo with a profile listing:

- Languages spoken
- Experience and board certifications
- Affiliations
- Practice philosophy

IT ONLY TAKES ABOUT  
**three minutes**  
TO START YOUR ONLINE CONSULTATION.

FACE TO FACE  
**24/7 online health care**  
IS PRIVATE AND SECURE.



*\*U.S. only. Some states have visit and prescribing restrictions. Online health care doesn't replace primary doctor relationships. Visits are \$49 or less, based on your plan coverage, copayment, coinsurance and deductible.*



*Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association. Blue Cross and BCN don't control the content of the Amwell website. Blue Cross Blue Shield of Michigan has contracted with American Well®, an independent company, to provide online health care for Blue Cross and Blue Care Network members.*