



**Blue Care
Network**
of Michigan

dr+ on demand
by Included Health



BCN Virtual Primary CareSM HMO

Convenient. Affordable. Where and when you need it.

Behavioral health benefits built into your plan

Your health plan gives you access to convenient, affordable, high-quality behavioral health care providers through the Doctor On Demand[®] app. As a member of Blue Care Network, you also have access to many Blue Cross Health & Well-BeingSM programs and resources to supplement your whole-health goals.

Virtual care

Doctor On Demand®

Your Doctor On Demand virtual primary care provider is the “first stop” on your journey to health and wellness and a good resource for learning how to deal with mental health and substance use concerns.

Your Doctor On Demand PCP can guide you to treatment, which is conveniently built into your health plan. If you already have a relationship with a behavioral health specialist, you can continue seeing them. We recommend letting your Doctor On Demand PCP know so they have your complete health care picture and can coordinate your care.

Virtual appointments are available Monday through Friday from 7 a.m. to 10 p.m. in all time zones. Simply launch the Doctor On Demand app and tap *Book a mental health session*. The first time you make an appointment, the app will guide you through a behavioral health questionnaire.

If you need more immediate behavioral health care, tap *See first available* for an on-demand virtual urgent care visit. All Doctor On Demand primary care providers are cross-trained to recognize, score and treat mild to moderate issues, such as depression and anxiety.

Doctor On Demand psychiatrists can prescribe medication at their discretion within certain limits. Any medication that is a DEA Schedule I-V controlled substance requires a referral from your virtual PCP for a visit with a local behavioral health prescriber, such as a psychiatrist.

Wherever you are, the licensed Doctor On Demand therapists or psychiatrists can see you within seven days for a low (or no) copayment. They have an average of 15 years of clinical expertise in a variety of different specialties:

- Anxiety
- Depression
- Stress
- Trauma and loss
- PTSD
- Bipolar disorder
- Relationship issues
- And more

In-person care

To see an in-person behavioral health provider, you can visit a BCN-participating specialist without a referral from your Doctor On Demand PCP.

If you're in a crisis, you can go directly to a behavioral health crisis center or emergency room. Get our [Help in times of crisis](#) flyer for more details and Michigan service locations.



For substance use concerns, you have access to BCN-participating providers as well as Blue Distinction® Specialty Care Centers for Substance Use Treatment and Recovery. Find a location near you at bcbs.com/blue-distinction-center/facility.*

Free online resources

Behavioral Health Support

Every member's Blue Cross online account has a personalized Behavioral Support page. It's a tool that lets them explore all the care options available through their health plan and helps them decide what's best for their needs.

bcbsm.com/mentalhealth

Our website is a comprehensive resource for mental health and substance use disorder information and support.

WebMD® Health Services

Online tools and resources are available to help you improve and maintain your health and well-being. Log in to your member account at bcbsm.com or our mobile app and select *Wellness* within the *Programs & Services* menu. You'll need to register the first time you visit the site.

Blue Cross Virtual Well-BeingSM

This program offers weekly well-being webinars and meditation sessions to support your overall well-being. Visit bluecrossvirtualwellbeing.com and click *Webinars for Members*.

MIBlues Perspectives | A Healthier Michigan

These blogs offer you a wealth of information about stress and anxiety, substance use and other behavioral health conditions. Visit mibluesperspectives.com and ahealthiermichigan.org.



AbleTo

Members on your plan who are 18 and older also have access to an eight-week virtual cognitive behavioral therapy program. To schedule an appointment with an AbleTo therapist, go to ableto.com/bcbsm*

In a crisis, call the Suicide and Crisis Lifeline at
988 or 1-800-273-8255.

Employer-sponsored resources

Ask your employer if you have access to these benefits in addition to what's listed above.

Mental Health Self-Guided Support

This free, self-directed resiliency tool provides strategies to deal more effectively with mental health concerns and daily life stressors. *Not available to all members. Check with your employer to verify benefits and how to access the site.*

Employee Assistance Program

These programs typically provide no-cost, confidential resources for dealing with legal, caregiver, stress, grief and relationship problems.

We're ready to help

If you have questions about your behavioral health care, call Doctor On Demand at **1-855-431-5552**. For questions about your Blue Care Network health benefits and coverage, call the Customer Service number on the back of your member ID card.



GET THE
DOCTOR ON DEMAND APP

doctorondemand.com/bcn



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Doctor On Demand by Included Health is provided by Included Health, Inc., which is an independent company contracted by Blue Care Network to provide acute care, behavioral health care services and primary care services to BCN members.

AbleTo is an independent company contracted by Blue Cross Blue Shield of Michigan to provide behavioral health services for BCN members.

WebMD Health Services is an independent company supporting Blue Cross Blue Shield of Michigan by providing health and well-being resources to its members.

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