



BCN Virtual Primary CareSM HMO

Convenient. Affordable. Where and when you need it.



When you need durable medical equipment or diabetes supplies

Your Doctor On Demand[®] virtual primary care provider or a BCN-participating specialist who's treating your condition will write a prescription for what you need to maintain your health.

Durable medical equipment

DME items help you recover from surgery or illness. Examples include:

- Crutches
- Wheelchairs
- Oxygen tanks
- CPAP machines
- Orthotics
- Prostheses

To locate Northwood providers nearby, call 1-800-667-8496 from 8:30 a.m. to 5 p.m. Monday through Friday

Your virtual PCP or BCN-participating specialist will write a prescription for the equipment you need. Our equipment vendor, Northwood Inc., will fill the prescription.*

Diabetes supplies

If you have diabetes, you'll receive a free Doctor On Demand Diabetes Chronic Care Kit. The kit includes a glucose monitor, test strips, monofilaments, lancets, a sharps container, alcohol wipes and a scale.

When you need refills of the kit's basic monitoring and testing supplies, simply message the Doctor On Demand Care Team to request it. They'll electronically order the prescription with J&B Medical.* When the order is ready, you can pick up the supplies.

To find a J&B Medical provider nearby, call 1-888-896-6233 from 8 a.m. to 6 p.m. Monday through Friday. For diabetic shoes and inserts only, call our durable medical equipment provider, Northwood, at 1-800-667-8496 from 8:30 a.m. to 5 p.m. Monday through Friday

*You'll pay more out of pocket if you don't get your DME supplies from Northwood or your diabetic supplies from J&B Medical.

We're ready to help

If you have questions about durable medical equipment, diabetes supplies or your 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.



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.

Northwood, Inc. is an independent company providing durable medical equipment to Blue Care Network members.

J&B Medical is an independent company providing diabetic supplies and equipment to Blue Care Network members.

Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

Google Play and the Google Play logo are trademarks of Google LLC.