



Virtual Primary Care

For our Blue Cross members

Frequently asked questions

WHAT IS VIRTUAL PRIMARY CARE?

Virtual Primary Care is an alternative to in-person primary care and offers you a choice based on what fits your needs best. It can be as easy as using your mobile device to connect with your primary care provider for a checkup, illness or just to ask a question.

With Virtual Primary Care for our Blue Cross Blue Shield of Michigan members, you can develop a long-term connection with a primary care provider and care team, while still enjoying the convenience of virtual care. When you choose Virtual Primary Care, you have one primary care provider who will work with you to address your health care needs.

Anyone on your health plan, ages 18 and older, can use Virtual Primary Care.

WHY WOULD I USE VIRTUAL PRIMARY CARE?

There may be many reasons you haven't connected with a primary care provider. Maybe providers in your area aren't taking new patients, you live in a rural area or you simply prefer virtual care. Virtual Primary Care offers another level of convenience. Just schedule a visit from home for a time that fits your schedule.

**READY
TO HELP**





HOW DO I SIGN UP?

You'll find Virtual Primary Care under *Primary Care* in the Teladoc Health® app, the same app you use for Virtual Care. It's all in one place. You can also visit bcbsm.com/find-care/primary-doctor for a link to download the app. Once signed up, you can choose a virtual primary care provider and schedule an appointment.

HOW DOES IT WORK?

Virtual Primary Care is simple and thorough. Virtual primary care providers are licensed and U.S. board-certified in family practice and internal medicine. They provide checkups and preventive care, and diagnose and treat ongoing concerns and chronic conditions.

Once you choose a U.S. board-certified Teladoc Health primary care provider, you'll also have a virtual care team, which includes your primary care provider, a registered nurse and a certified medical assistant who'll work with you to develop a personalized care plan. Your care team will coordinate with you for labs, imaging and testing, or if any other follow-up care is needed.

DO I NEED AN APPOINTMENT?

Yes. Schedule an appointment by opening the Teladoc Health app and choosing *Primary Care*. You'll be prompted to select a provider, schedule a visit and provide some basic health and wellness information. If you like, you can also share your medical records with your new virtual primary care provider.

Appointments are available from 7 a.m. to 6 p.m. Monday through Friday, and 8 a.m. to 12 p.m. on Saturday, so you can find a time that works for you.

HOW SOON ARE APPOINTMENTS AVAILABLE?

You can usually have your first appointment within five days. On average, the first visit lasts almost an hour. Future visits can usually be scheduled within one to two days.

HOW DO I CHOOSE A VIRTUAL PRIMARY CARE PROVIDER?

You'll choose a virtual primary care provider when you schedule your first visit. You can read the providers' profiles to learn about them, including the languages they speak, their gender and experience caring for patients with certain health conditions. Select the provider that best suits your needs.

WHAT HAPPENS WHEN I SCHEDULE MY FIRST VISIT?

After you make your first appointment, you'll receive a visit checklist to help you prepare. You'll also receive a welcome kit in the mail. As part of the visit checklist, you'll be asked to take a blood pressure reading and add that result to your account. About 15 minutes before your appointment, a member of your care team will call you with any follow-up questions. Your primary care provider will review this information and discuss it with you during your first visit.

HOW DO I TALK WITH MY VIRTUAL PRIMARY CARE PROVIDER AND CARE TEAM?

You have unlimited access to your virtual care team through the Teladoc Health app. You'll also have a dedicated phone number that connects you directly to your care team during office hours. You can expect a response on the next business day.

CAN VIRTUAL PRIMARY CARE PROVIDERS WRITE PRESCRIPTIONS?

Yes. If a prescription is needed, your doctor will send an electronic prescription to a pharmacy you choose. You'll pay for the prescription at the pharmacy according to your pharmacy benefit. Make the most of your benefits by choosing a network pharmacy. Doctors don't prescribe controlled substances.

CAN VIRTUAL CARE PROVIDERS ORDER LABS?

Yes. When labs are needed, your primary care provider will order the appropriate tests through a network lab of your choosing. If the lab is integrated with Teladoc Health, such as Lab Corp or Quest Diagnostics, the lab will deliver results directly to your provider. Then, your primary care provider will share the results with you through the app's message center, and a note is added to your care plan.

WHAT IF I NEED IN-PERSON CARE?

Your virtual primary care provider will coordinate in-person care, if needed, and make referrals to network specialists.

CAN I USE VIRTUAL PRIMARY CARE WHILE TRAVELING?

Yes. When you're sick or need care, it's always best to start with your primary care provider.

When your virtual primary care provider isn't available, you can use Virtual Care for urgent care, anywhere in the U.S. Virtual Care is also available through the Teladoc Health app under 24/7 Care. When you have an urgent care visit, follow up with your virtual primary care provider.

WILL VIRTUAL PRIMARY CARE PROVIDERS FILL OUT QUALIFICATION OR INCENTIVE FORMS?

Yes, you can upload the form and review it with your doctor. Your doctor will complete the form and notify you. Your care team can provide additional support if needed.

HOW MUCH DOES IT COST?

Your out-of-pocket costs for Virtual Primary Care are the same as for in-person primary care.

WHAT IF I HAVE QUESTIONS?

Call **1-855-838-6628** or email help@teladochealth.com if you have questions about your account. If you have questions about your health plan benefits, call the Customer Service number on the back of your Blue Cross member ID card.



Virtual Primary Care from Teladoc Health isn't available for Blue Care Network or Medicare members. Teladoc Health® provides Virtual Care Solutions for Blue Cross Blue Shield of Michigan and Blue Care Network.

Labcorp® and Quest Diagnostics® are independent companies that provide laboratory and imaging services on behalf of Teladoc Health® to Blue Cross Blue Shield of Michigan members.

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

We speak your language

If you, or someone you're helping, needs assistance, you have the right to get help and information in your language at no cost. To talk to an interpreter, call the Customer Service number on the back of your card, or 877-469-2583, TTY: 711 if you are not already a member.

Si usted, o alguien a quien usted está ayudando, necesita asistencia, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al número telefónico de Servicio al cliente, que aparece en la parte trasera de su tarjeta, o 877-469-2583, TTY: 711 si usted todavía no es un miembro.

إذا كنت أنت أو شخص آخر تساعد بحاجة لمساعدة، ف لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك دون أية تكلفة. للتحدث إلى مترجم اتصل برقم خدمة العملاء الموجود على ظهر بطاقتك، أو برقم 877-469-2583 TTY:711، إذا لم تكن مشتركاً بالفعل.

如果您，或是您正在協助的對象，需要協助，您有權利免費以您的母語得到幫助和訊息。要洽詢一位翻譯員，請撥在您的卡背面的客戶服務電話；如果您還不是會員，請撥電話 877-469-2583, TTY: 711。

കുടുംബാംഗം അല്ലെങ്കിൽ നിങ്ങളെ സഹായിക്കേണ്ട ആരെങ്കിലും സഹായം തേടുന്നതിനായി നിങ്ങളുടെ ഭാഷയിൽ സഹായം തേടാനുള്ള സൗകര്യം ഉപയോഗിക്കുക. നിങ്ങളുടെ കാർഡിന്റെ പിൻവശത്തുള്ള സൗകര്യം ഉപയോഗിക്കുക, അല്ലെങ്കിൽ 877-469-2583 TTY:711 ന് വിളിക്കുക. നിങ്ങൾ അംഗമാകാൻ ഇല്ലെങ്കിൽ.

Nếu quý vị, hay người mà quý vị đang giúp đỡ, cần trợ giúp, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi số Dịch vụ Khách hàng ở mặt sau thẻ của quý vị, hoặc 877-469-2583, TTY: 711 nếu quý vị chưa phải là một thành viên.

Nëse ju, ose dikush që po ndihmoni, ka nevojë për asistencë, keni të drejtë të merrni ndihmë dhe informacion falas në gjuhën tuaj. Për të folur me një përkthyes, telefononi numrin e Shërbimit të Klientit në anën e pasme të kartës tuaj, ose 877-469-2583, TTY: 711 nëse nuk jeni ende një anëtar.

만약 귀하 또는 귀하가 돕고 있는 사람이 지원이 필요하다면, 귀하는 도움과 정보를 귀하의 언어로 비용 부담 없이 얻을 수 있는 권리가 있습니다. 통역사와 대화하려면 귀하의 카드 뒷면에 있는 고객 서비스 번호로 전화하거나, 이미 회원이 아닌 경우 877-469-2583, TTY: 711로 전화하십시오.

যদি আপনার, বা আপনি সাহায্য করছেন এমন কারো, সাহায্য প্রয়োজন হয়, তাহলে আপনার ভাষায় বিনামূল্যে সাহায্য ও তথ্য পাওয়ার অধিকার আপনার রয়েছে। কোনো একজন দোভাষীর সাথে কথা বলতে, আপনার কার্ডের পেছনে দেওয়া গ্রাহক সহায়তা নম্বরে কল করুন বা 877-469-2583, TTY: 711 যদি ইতোমধ্যে আপনি সদস্য না হয়ে থাকেন।

Jeśli Ty lub osoba, której pomagasz, potrzebujesz pomocy, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer działu obsługi klienta, wskazanym na odwrocie Twojej karty lub pod numer 877-469-2583, TTY: 711, jeżeli jeszcze nie masz członkostwa.

Falls Sie oder jemand, dem Sie helfen, Unterstützung benötigt, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer des Kundendienstes auf der Rückseite Ihrer Karte an oder 877-469-2583, TTY: 711, wenn Sie noch kein Mitglied sind.

Se tu o qualcuno che stai aiutando avete bisogno di assistenza, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, rivolgiti al Servizio Assistenza al numero indicato sul retro della tua scheda o chiama il 877-469-2583, TTY: 711 se non sei ancora membro.

ご本人様、またはお客様の身の回りの方で支援を必要とされる方でご質問がございましたら、ご希望の言語でサポートを受けたり、情報入手したりすることができます。料金はかかりません。通訳とお話される場合はお持ちのカードの裏面に記載されたカスタマーサービスの電話番号（メンバーでない方は877-469-2583, TTY: 711）までお電話ください。

Если вам или лицу, которому вы помогаете, нужна помощь, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по номеру телефона отдела обслуживания клиентов, указанному на обратной стороне вашей карты, или по номеру 877-469-2583, TTY: 711, если у вас нет членства.

Ukoliko Vama ili nekome kome Vi pomažete treba pomoć, imate pravo da besplatno dobijete pomoć i informacije na svom jeziku. Da biste razgovarali sa prevodiocem, pozovite broj korisničke službe sa zadnje strane kartice ili 877-469-2583, TTY: 711 ako već niste član.

Kung ikaw, o ang iyong tinutulungan, ay nangangailangan ng tulong, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa numero ng Customer Service sa likod ng iyong tarheta, o 877-469-2583, TTY: 711 kung ikaw ay hindi pa isang miyembro.

Important disclosure

Blue Cross Blue Shield of Michigan and Blue Care Network comply with Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross Blue Shield of Michigan and Blue Care Network provide free auxiliary aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and information in other formats. If you need these services, call the Customer Service number on the back of your card, or 877-469-2583, TTY: 711 if you are not already a member. If you believe that Blue Cross Blue Shield of Michigan or Blue Care Network has failed to provide services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail, fax, or email with: Office of Civil Rights Coordinator, 600 E. Lafayette Blvd., MC 1302, Detroit, MI 48226, phone: 888-605-6461, TTY: 711, fax: 866-559-0578, email: CivilRights@bcbsm.com. If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health & Human Services Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail, phone, or email at: U.S. Department of Health & Human Services, 200 Independence Ave, S.W., Washington, D.C. 20201, phone: 800-368-1019, TTD: 800-537-7697, email: OCRComplaint@hhs.gov. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.