



## BCN Virtual Primary Care<sup>SM</sup> HMO

Convenient. Affordable. Where and when you need it.



### Getting lab tests

When your Doctor On Demand primary care provider or a specialist recommends bloodwork or a laboratory test, they'll write you an order to take to a Joint Venture Hospital Laboratories' location.

When you go to a JVHL lab, you'll have the lowest out-of-pocket cost for your tests. If you choose to use a non-JVHL lab, it's out of network for your plan, and you'll pay more out of pocket.

The JVHL network offers more than 120 hospital laboratory options and more than 450 Patient Service Centers throughout Michigan's Upper and Lower Peninsulas, northern Ohio and Indiana.

### What you can expect from Doctor On Demand<sup>®</sup>

- You'll get an in-app message and an email confirming that your provider requested lab work for you. The email will include a link so you can review your message in the app.
- The message will include information about what you discussed with your doctor and links to lab locations and the lab order form.
- You can also use the app's *My Health* tab to find messages about your lab tests.
- If you let Doctor On Demand know which lab you've selected, they'll send the order in advance.
- You'll receive your lab results in the app within 10 business days of getting the test.

## What you need to do

- Use the Doctor On Demand app to review your lab order information.
- Select a JVHL Patient Service Center for your test.
- Send your Doctor On Demand care team a message with the location where you'll get your lab work done — it'll ensure the order gets to the lab before you arrive.
- Take the order with you to the lab on the day of the test.
- Access your test results in the Doctor On Demand app.
- Remember to schedule a follow-up visit with your Doctor On Demand PCP to talk about your test results.

## We're ready to help

If you have lab-related questions or questions about 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.

Joint Venture Hospital Laboratories, LLC, is an independent company contracted by Blue Care Network to provide laboratory testing services to BCN members.

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