

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

Convenient. Affordable. Where and when you need it.



### How referrals work

A referral is required when your virtual primary care provider says you need to have an evaluation by a specialist or you need an in-person evaluation. Your virtual PCP coordinates your care to ensure you're referred to the appropriate BCN-participating provider when needed.

Referrals aren't required for urgent care, emergency, behavioral health or routine women's health services visits. Urgent care or emergency visits are for concerns that require immediate evaluation.

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

- If you need an in-person evaluation that doesn't require a specialist, your virtual PCP will refer you to an in-person BCN-participating PCP.
- Your virtual PCP will go over their recommendations for evaluation and help you find BCN-participating providers near you.
- The Doctor On Demand care team can coordinate the visit on your behalf and answer questions you might have in advance.
- After you've seen the provider, your virtual PCP will review the findings and recommendations to create a personalized treatment plan.

### What you need to do

- Take any documentation provided by your virtual PCP to your visit.
- Follow up with your virtual PCP to review the provider's findings.

## We're ready to help

If you have referral-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.



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