

BCN Virtual Primary CareSM HMO

Convenient. Affordable. Where and when you need it.



You'll have access to more than **2,300 pharmacies** in Michigan and **65,000 pharmacies nationwide**, including most major chains.

When you need a prescription

Your Doctor On Demand virtual primary care provider will order new prescriptions and refills for you when appropriate. During visits, they'll confirm your pharmacy information and electronically order the prescription. Prescriptions will be ready for you to pick up once the pharmacy prepares your medication.

Or you can save time and money with the 90-day prescription mail-order benefit.

What you can expect from Doctor On Demand[®]

- Your care team is ready to help you better understand your pharmacy benefits and guide you to safe, effective medications based on your individual needs or chronic conditions.
- Most prescriptions can be prescribed by your Doctor On Demand provider. However, Doctor On Demand doesn't prescribe drugs designated as controlled substances, which includes narcotics or pain medications. Your virtual PCP will talk to you about options.
- Once you confirm your preferred pharmacy in the app, Doctor On Demand will send medication orders to that pharmacy.
- A list of medications prescribed by Doctor On Demand providers will be available in the app.
- Doctor On Demand is available 24/7 to provide answers and support.

What you need to do

- Use the Doctor On Demand app to search and select a pharmacy near you.
- Take advantage of lower cost, 90-day mail-order prescriptions — Select Optum Home Delivery (6800 W 115th St., Suite 600, Overland Park, Kansas 66211-9838) as your mail-order preferred pharmacy.
- Message your virtual PCP or Doctor On Demand care team when refills are needed.
- Let your Doctor On Demand care team know about all the medications you take.

What you get

- Broad access to pharmacies near home or when you're traveling
- Cost-saving generic drug options and brand-name medications at generic copayment levels
- Copay discounts with 90-day supplies of certain medications or enrollment in convenient home delivery
- 24/7 access to your prescription history through the Doctor On Demand app and your Blue Cross member account

We're ready to help

If you have prescription-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.

OptumRx is an independent company providing home delivery pharmacy and other pharmacy benefit administration services to Blue Cross Blue Shield of Michigan and Blue Care Network.

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