



FEDFACTS

Federal Employee Program News

Blue Care Network No-cost telehealth services extended to June 30, includes behavioral health

Blue Care Network is extending its offering of no-cost telehealth services to members with existing telehealth benefits nationally through at least June 30 to help people connect with physicians from home. Additionally, no-cost telehealth services have been expanded to include common behavioral health therapy, and most common office visit and hospitalization follow-ups.

This builds on the company's March 17 announcement that it would be providing no-cost telehealth medical services for members with telehealth in their benefits until April 30. BCN hopes to continue to ease the strain on doctor's offices and hospital emergency rooms due to the COVID-19 pandemic by supporting the use of "virtual" visits for patients with mild, flu-like symptoms, while keeping the health and safety of members at the forefront.

Telehealth services include telemedicine and telephone-only visits with members' own doctors and therapists that are set up by their offices, as well as Blue Cross Online VisitsSM for members who have that service as a part of their benefits. Blue Cross Online Visits can be initiated through bcbsmonlinevisits.com or through the BCBSM Online VisitsSM mobile app. BCN also provides a free 24-Hour Nurse Line if members have questions about symptoms or want to know where and when to receive care. For emotional support, we have a free crisis hotline available for anyone at 1-833-848-1764, which is staffed by BCN's behavioral health partner New Directions.



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