

**FYI**  
for members

# Blue Cross Online Visits

## Online medical and behavioral care

You and your dependents may\* have access to online medical and behavioral health services anywhere in the United States. You and your covered family members can see and talk to:

- A doctor for minor illnesses such as a cold, flu or sore throat when your primary care physician isn't available
- A behavioral health clinician or psychiatrist to help work through different challenges such as anxiety, depression and grief (Behavioral health visits are available by appointment only.)

While online health care shouldn't replace your relationship with your primary care physician, it can be invaluable when:

- Your doctor isn't available.
- You can't leave home or your workplace.
- You're on vacation or traveling for work.
- You're looking for affordable after-hours care.

## How do I get started?

Start by doing one of the following:

- **Mobile** – Download the BCBSM Online Visits<sup>SM</sup> app
- **Web** – Visit [bcbsmonlinevisits.com](http://bcbsmonlinevisits.com)
- **Phone** – Call **1-844-606-1608**

**No service key is required.**

## Share information with your primary care physician

To ensure that your primary care physician knows about all of your medical care, let them know when you use online health care. At the end of your visit, check the box to share your visit summary report with your family doctor or other health care providers.

## How much does it cost?

For medical services, an online visit is based on your office visit cost share. Costs for behavioral health services vary depending on the type of provider and service received. You'll be charged using your existing outpatient behavioral health benefits.

## Questions?

For questions regarding online health care, contact:



**1-844-606-1608**



**[bcbsmonlinevisits.com](http://bcbsmonlinevisits.com)**



\*Not all plans cover all services. Log in to your Blue Cross member account to see what your plan covers.

*The information included on this document doesn't apply to Medicare members.*

*The website and app use the American Well® technology platform and provider network. Online visits are powered by American Well, an independent company that provides online visits for BCN members.*