Virtual medical and behavioral health care
With this plan feature,* you and your dependents can receive medical and behavioral health care anytime, anywhere in the United States through your smartphone, tablet or computer.

• See and talk to a U.S. board-certified doctor or nurse practitioner for minor illnesses such as a cold, sore throat or urinary tract infection. You don’t need an appointment.

While Blue Cross Online Visits shouldn’t replace your relationship with your primary care provider, it can be invaluable when your primary care provider isn’t available.

• Schedule an appointment to talk with a licensed therapist or U.S. board-certified psychiatrist when you’re dealing with stressful situations or with issues such as grief, anxiety or depression.

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

Getting started
Download the BCBSM Online Visits℠ app or visit bcbsmonlinevisits.com.

When creating or updating your account, choose your plan name and enter your enrollee ID so your coverage is applied correctly.

Share information with your primary care provider
At the end of your virtual visit, share your visit report with your family doctor or other health care providers.

An online visit for medical service is based on your office visit cost share. Charges for behavioral health services are based on your existing outpatient behavioral health benefits. Your plan may also have a deductible and other out-of-pocket costs.

Questions?
If you have questions about your Blue Cross Online Visits account, call 1-844-606-1608.

The information included in this document doesn’t apply to Medicare members.