



Blue Cross Online VisitsSM

Medical and behavioral health

When you use Blue Cross Online Visits, you will have access to online medical and behavioral health services anywhere in the US.

You can rest assured knowing 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 doctor is not 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 should not replace your relationship with your primary care physician, it can be invaluable when:

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

How do I get started?

Start by doing one of the following:

- **Mobile** - Download the BCBSM Online Visits app
- **Web** - Visit www.bcbsmonlinevisits.com
- **Phone** - Call 844-606-1608

If you are new to online visits, you will need to register with your Blue Cross or Blue Care Network health plan information.

Share information with your primary care physician

To ensure that your primary care physician knows about all 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 will be charged using your existing outpatient behavioral health benefits.

Questions?

For questions regarding online health care, contact 844-606-1608 or www.bcbsmonlinevisits.com