



## Blue Cross Online Visits<sup>SM</sup>

Medical

### Quality health care anytime, anywhere

Just choose an available doctor, click and go 24/7, anywhere in the U.S. That's how easy health care can be with Blue Cross Blue Shield of Michigan and Blue Care Network's online visits.

It's as simple as using your smartphone, tablet or computer to meet with a doctor face to face when:

- Your primary doctor isn't available.
- You can't leave your home or workplace.
- You're on vacation or traveling.
- You're caring for children or a family member.
- You're looking for affordable after-hours care.

### For the whole family

Family members on your plan can also use online visits. Just add children younger than 18 to your account. Your spouse, and children 18 and over, should create their own accounts.

Online health care doesn't replace primary doctor relationships. But you'll get peace of mind knowing you and your family can see and talk to a doctor for minor illnesses such as:

- Sinus and respiratory infections
- Cold and flu
- Painful urination
- Eye irritation or redness
- Sore throat



Blue Cross  
Blue Shield  
Blue Care Network  
of Michigan

Confidence comes with every card.®

# How does it work?

## Fast and convenient

### Sign up now

**Mobile** – Download the BCBSM Online Visits<sup>SM</sup> app

**Web** – Visit [bcbsmonlinevisits.com](https://bcbsmonlinevisits.com)

**Phone** – Call 1-844-606-1608

- Add your Blue Cross or Blue Care Network health care plan information.
- Add service key **BLUE**. Using the service key ensures that you'll see the services covered by your health plan.

### See a doctor

1. Launch the online visits app or website, and log in to your account.
2. Pick a doctor and enter your payment information.
3. Meet with the doctor online.
4. Get a prescription, if appropriate, sent to a local pharmacy.
5. Send a visit summary to your primary care doctor or other health care provider at the end of your online visit.

## Choose a doctor who's right for you

There are hundreds of doctors to choose from. The doctors you might see:

- Are specially trained in online visits with an average of 15 years practicing medicine.
- Have expertise in areas such as pediatrics, family medicine and emergency room medicine.
- Are U.S. board-certified, licensed and credentialed.

You can read the doctors' profiles to learn more about them such as languages they speak and other experience.

**For questions about your online visits account or an online visit, call 1-844-606-1608, 24 hours a day, seven days a week.**

Blue Cross Online Visits<sup>SM</sup> uses the American Well<sup>®</sup> technology platform and provider network, and is powered by American Well<sup>®</sup>. American Well<sup>®</sup> is an independent company that provides online visits for Blue Cross and BCN members.

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.