Blue Cross Blue Shield Blue Care Network of Michigan

Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

# Virtual Care by Teladoc Health

## Frequently asked questions for providers

**For Blue Cross commercial, Medicare Plus Blue℠, Blue Care Network commercial, BCN Advantage℠**

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This document answers frequently asked questions about Virtual Care by Teladoc Health®.

Note: Starting Jan. 1, 2024, eligible Blue Cross Blue Shield of Michigan and Blue Care Network members will no longer use Blue Cross Online Visits℠ to access virtual urgent and mental health care. All members with this benefit will access these services through Virtual Care by Teladoc Health.

## Overview

Blue Cross Blue Shield of Michigan and Blue Care Network are working with Teladoc Health, an independent company, to offer Virtual Care by Teladoc Health. Through Virtual Care, eligible members and others on their health plan across all 50 states can access virtual urgent care and mental health care (age restrictions may apply). See "Which members have access to Virtual Care?" below for more information.

Virtual Care is accessible through the Teladoc Health mobile app or website or by phone.

### Urgent care

Virtual Care urgent care visits are appropriate for minor illnesses, such as colds, sore throats and pink eye. To have a visit 24 hours a day, seven days a week with a U.S. board-certified doctor, members can:

- Select *24/7 Care* in the Teladoc Health mobile app or log in to their account at teladoc.com*
- Call 1-800-835-2362 (TTY: 1-855-636-1578)

### Mental health care

Virtual Care mental health care visits are private and confidential and provide ongoing support for stressful situations or issues, such as grief, anxiety and depression. Appointments are available from 7 a.m. to 9 p.m., seven days a week. To schedule an appointment with a licensed therapist or U.S. board-certified psychiatrist, members can:

- Select *Mental Health* in the Teladoc Health mobile app or log in to their account at teladoc.com*
- Call 1-800-835-2362 (TTY: 1-855-636-1578)

## Which members have access to Virtual Care?

Virtual Care is available to the following members:

- Blue Cross and BCN fully insured commercial members (group and individual)
- Medicare Plus Blue and BCN Advantage members (group and individual)
- Self-funded groups that purchase the benefit

Virtual Care is available as follows:

- **Medical care** is available to all eligible members and everyone on their health plan, regardless of age.
- **Mental health care** is available to eligible members ages 13 and older (members ages 13 to 17 require parent or guardian consent).
- **Psychiatric care** is available to eligible members ages 18 and older.

Members can call the Customer Service number on the back of their member ID card to verify eligibility.

## What conditions are treated by Virtual Care?

Virtual Care visits are appropriate for the following types of conditions:

- **Urgent care** — Through virtual urgent care visits, members can get diagnoses for common and routine ailments or conditions that would typically be treated at an urgent care. These visits are appropriate for conditions such as sinus and respiratory infections, cold and flu, eye irritation or redness, and sore throat.
- **Mental health care** — Through a virtual mental health visit, members can receive routine psychological and psychiatric treatment for conditions such as anxiety, depression and grief. Virtual Care does not provide treatment for complex mental health and substance use disorder conditions. Mental health visits are secure, discreet and confidential.

  Important: For immediate behavioral health care, members should call the Mental Health and Substance Use Disorder number on the back of their member ID card or call the **Suicide and Crisis Lifeline** at **988**.

## How do members access Virtual Care?

Virtual Care visits are conducted:

- Through the Teladoc Health mobile app — For a link to download the Teladoc Health mobile app, members should visit bcbsm.com/virtualcare. Through the app, members can create an account, schedule an appointment and start seeing a virtual provider.
- Through the Teladoc Health website — Members can visit teladoc.com* to create an account, schedule an appointment and conduct a visit on their computer or tablet.
- By phone — To create an account and arrange a visit over the phone, members can call 1-800-835-2362 (TTY: 1-855-636-1578), 24 hours a day, seven days a week.

Members can also log in to their Blue Cross member account at bcbsm.com to access Virtual Care.

## Do members need an appointment for Virtual Care?

Visits are available as follows:

- **Urgent care** visits are available 24 hours a day, seven days a week without an appointment. Members can also schedule a visit between 7 a.m. and 9 p.m. for the same day or the following day, seven days a week.

- **Mental health care** visits are available from 7 a.m. to 9 p.m., seven days a week, by appointment only.

Members can make Virtual Care appointments through the Teladoc Health mobile app or website or by calling 1-800-835-2362 (TTY: 1-855-636-1578), 24 hours a day, seven days a week.

## Can patients get prescriptions from Teladoc providers?

Teladoc urgent care and mental health care providers can prescribe medications for members as clinically appropriate and within the scope of practice. Teladoc psychiatrists can prescribe medications for a wide range of conditions. All Teladoc providers prescribe medications based on state regulations.

The provider will send an electronic prescription to the member's pharmacy. The member will pay for the prescription at the pharmacy according to their pharmacy benefit.

Note: Teladoc providers don't prescribe controlled substances.

## Will Teladoc providers have access to members' medical history?

Before requesting the first urgent care visit through Teladoc Health, Teladoc will ask the member to complete a brief medical history. The provider will review this history before each visit.

## How can members obtain their medical records from Teladoc Health?

After a Virtual Care visit, members have the option to download and print a copy of their after-visit summary.

Note: Starting Jan. 1, 2024, if a member needs their medical records or mental health records from Blue Cross Online Visits, they should call Amwell® at 1-844-606-1608 or email customer.support@amwell.com.

## What if my practice or health system already offers virtual care services?

Virtual Care from Teladoc Health is separate from the virtual care services your practice and other providers may offer.

Providers who don't offer virtual care services are encouraged to recommend Virtual Care to eligible Blue Cross and BCN members. Providers should direct their patients to bcbsm.com/virtualcare or tell them to call 1-800-835-2362 (TTY: 1-855-636-1578), 24 hours a day, seven days a week.

## Will Virtual Care replace my patient's relationship with his or her primary care provider?

Virtual Care is not meant to replace relationships with primary care providers. Teladoc encourages members to follow up with their primary care providers after Virtual Care visits.

## Will I know if a patient has a Virtual Care visit?

Teladoc's providers encourage members to follow up with their primary care providers after Virtual Care visits. With the member's consent, the Teladoc provider can share the member's after-visit summary with their primary care provider. Members can also print a copy of their after-visit summary to take to their next office visit.

## What if online health care isn't appropriate?

If online health care isn't right for a member's condition, the Teladoc provider will recommend the patient get the appropriate in-person care. This could include referring the patient to his or her primary care provider or referring them to an urgent care facility.

## Who are Teladoc's providers?

Teladoc's health care providers have an average of 20 years practicing medicine and are U.S. board-certified. They have experience in areas such as pediatrics, family medicine and emergency care.

Teladoc's mental health care providers include U.S. board-certified psychiatrists and licensed therapists.

All Teladoc providers are licensed in the state in which the patient is located during their virtual care appointment.

## Are Teladoc providers in network?

All Teladoc providers are considered in network for eligible members. Out-of-pocket costs vary based on the member's health plan.

## How can providers learn more about Virtual Care?

To learn more about Virtual Care, go to bcbsm.com/virtualcare or visit teladoc.com*.

Teladoc Health® is an independent company that provides Virtual Care Solutions for Blue Cross Blue Shield of Michigan and Blue Care Network.

*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.