Blue Cross Blue Shield Blue Care Network of Michigan

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

Virtual Primary Care by Teladoc Health

Frequently asked questions for providers

For Blue Cross commercial

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

Overview

Blue Cross Blue Shield of Michigan is working with Teladoc Health, an independent company, to offer Virtual Primary Care by Teladoc Health. Virtual Primary Care is an alternative to in-person care.

Through Virtual Primary Care, eligible members and others on their health plan ages 18 and older in all 50 states can connect with a primary care provider for a checkup, illness or just to ask a question. See "Which members have access to Virtual Primary Care?" below for more information.

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

Which members have access to Virtual Primary Care?

Virtual Primary Care is available to the following members and anyone on their health plan ages 18 and older across all 50 states:

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

Members can call the Customer Service number on the back of their member ID card or log in to their Blue Cross member account at bcbsm.com to see if Virtual Primary Care is included on their health plan.

How do members access Virtual Primary Care?

Virtual Primary 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/find-care/primary-doctor. 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 Primary Care.

How do Virtual Primary Care visits work?

Virtual Primary Care visits are as thorough as in-person care.

- After the member makes their first appointment, they'll receive a visit checklist to help them prepare. They'll also receive a digital blood pressure monitor in the mail and be asked to record a reading in their account.
- About 15 minutes before their first appointment, a member of the care team will call with any follow-up questions.
- The primary care provider will review this information and discuss it with the member during their visit.

Why would a member use Virtual Primary Care instead of in-person care?

When it's hard to visit a primary care provider in person, Virtual Primary Care may be an option.

Most of the members expected to use this benefit are those who aren't attributed to a primary care provider and who aren't seeking in-person care.

What conditions are treated by Virtual Primary Care?

Virtual Primary Care visits are appropriate for checkups, preventive care and to diagnose ongoing concerns and chronic conditions.

Important: For emergencies, the member should immediately call **911**.

Do members need an appointment for Virtual Primary Care?

Virtual Primary Care visits are available by appointment from 7 a.m. to 6 p.m., Monday through Friday, and 8 a.m. to 12 p.m. on Saturday.

Members can make 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.

Members can usually have their first appointment within five days. Future visits can normally be scheduled within one to two days.

How do members choose their Teladoc primary care provider?

Members can choose a primary care provider when they schedule their first visit. Members can read the providers' profiles to learn about them, including the language they speak, their gender and their experience caring for patients with certain health conditions.

What is a care team?

After choosing a primary care provider, the member will be assigned a care team. The care team includes the primary care provider, a registered nurse and a certified medical assistant. The care team will work with the member to develop a personalized care plan.

Members can communicate with their care team by phone (during office hours) or through the Teladoc Health mobile app.

Can Teladoc providers write prescriptions?

Teladoc primary care providers can prescribe medications for members as clinically appropriate and within the scope of practice. 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.

Can Teladoc providers order labs?

When labs are needed, the Teladoc primary care provider will order the appropriate tests through a network lab of the member's choosing. If the lab is integrated with Teladoc Health, the lab will deliver results directly to the provider.

The primary care provider will share the results with the patient through the Teladoc Health mobile app's message center and add a note to the member's care plan.

Will Teladoc providers have access to members' medical history?

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

Should members using Virtual Primary Care also retain an in-person provider?

Virtual Primary Care is not intended to replace in-person care; It's a convenient alternative when in-person primary care isn't an option.

With Virtual Primary Care, members can develop a long-term connection with a primary care provider and care team. Members who use Virtual Primary Care will have one primary care provider who will work with them to address their health care needs.

What if online health care isn't appropriate?

If online health care isn't right for a member's condition, the Teladoc primary care provider will coordinate in-person care and make referrals to network specialists, if needed.

If a member engages with Teladoc but then it is determined that their care is best provided by an in-person primary care provider, the member will be referred to the Find a Doctor Tool at bcbsm.com.

Who are Teladoc's providers?

Teladoc's primary care providers are licensed and U.S. board-certified in family practice and internal medicine.

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

Are Teladoc providers in-network?

All Teladoc primary care providers and care team members are considered in-network for eligible members.

Out-of-pocket costs for Virtual Primary Care are the same as in-person primary care.

How can providers learn more about Virtual Primary Care?

To learn more about Virtual Primary Care, go to bcbsm.com/find-care/primary-doctor or visit teladoc.com*.

*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.

Virtual Primary Care from Teladoc Health isn't available for Blue Care Network or Medicare members.

Teladoc Health is an independent company that provides virtual care solutions on behalf of Blue Cross Blue Shield of Michigan and Blue Care Network.