

# VIRTUAL MEDICINE

JUST CLICK FOR CARE THAT'S QUICK



## WHAT IF?

- **You feel a bad cold coming on.**  
Your primary care doctor is booked solid today and you don't want to wait for an appointment.
- **Your child has an earache while traveling.**  
What you thought was an earache from a long flight seems to be getting worse after you've been on the ground a while.
- **You have an itchy rash that is spreading.**  
You need to see a dermatologist but can't get an appointment for three weeks.

When you and your family need quick care for minor illnesses, virtual medicine is a convenient option.

## GET STARTED TODAY!

And you will be ready when you need it. It's easy to start taking advantage of virtual medicine. Just register online. See back for details.

## HOW VIRTUAL MEDICINE WORKS

You can use online video 24 hours a day, 7 days a week to visit U.S. board-certified, state-licensed doctors who can diagnose, recommend treatment and prescribe medication, when appropriate, for minor medical issues like:

- Cold and flu
- Rashes
- Pinkeye
- Headaches



And you can even schedule virtual behavioral health appointments for issues like depression, anxiety and relationship challenges.

In emergency situations, such as when someone has heart attack or stroke symptoms, always go to the emergency room or call 911.

# YOUR OPTIONS

**Most virtual visits are covered in the same way as they would be if you received in-person care.**

Cost sharing may vary. All benefits under your health plan are subject to the terms of the benefit agreement and applicable state laws.

<p><b>Minor Illnesses</b></p>	<p>You have 24/7 access to U.S. board-certified doctors for minor illnesses.</p>	 <p><b>doctorondemand.com</b></p>  <p><b>amwell.com</b> or download the apps</p>
<p><b>Behavioral Health</b></p>	<p>Virtual Behavioral Health is available for reliable and convenient scheduled therapy visits with behavioral health providers.</p>	

\* Virtual Diet & Nutrition and Pregnancy & Newborn (Lactation Consulting) services are not eligible. You will be responsible for the full cost of these services.

<p><b>Skin, Hair and Nail Issues</b></p>	<p>Have a rash, mole or other skin, hair or nail issue you're concerned about? Don't want to wait for a dermatologist appointment? With DermatologistOnCall, you can take pictures of your symptoms and send these pictures to a consulting dermatologist through a secure website.</p>	<p><b>DermatologistOnCall</b> <b>dermatologistoncall.com</b> or download the app</p>
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<p><b>Specialist Follow-Up Visits</b></p>	<p>After you see a specialist in person, you can take advantage of virtual visits for any follow-up visits needed. These visits take place in real time at a primary care provider's office, outpatient clinic or other location close to you that has the equipment needed for virtual visits.</p>	<p><b>IN-NETWORK DOCTORS</b> <b>If they have virtual medicine capabilities</b>  <b>(includes dermatologists and behavioral health providers)</b></p>
<p><b>Other Virtual Visits</b></p>	<p>If your doctor has virtual medicine capabilities (secure video technology), you may be able to visit your primary care doctor, retail clinic or behavioral health provider virtually.</p>	

**?** **HAVE QUESTIONS?** Call the toll-free number on the back of your member ID card.

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American Well, DermatologistOnCall and Doctor On Demand are independent companies that provide telemedicine services and do not provide Blue Cross and/or Blue Shield products or services. American Well, DermatologistOnCall and Doctor On Demand are solely responsible for their telemedicine services.

Patients may receive a coupon for a free visit directly from Doctor On Demand or American Well. This promotion is not part of your plan of benefits. Rather, it is a promotion offered by the provider to patients regardless of their plan participation.

To determine the availability of telemedicine services under your health plan, please review your Outline of Coverage for details on benefits, conditions and exclusions.

Insurance may be provided by Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Coverage Advantage, Highmark Health Insurance Company, First Priority Life Insurance Company or First Priority Health, Highmark Benefits Group, or Highmark Select Resources, all of which are independent licensees of the Blue Cross and Blue Shield Association.

These companies do not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation, or health status in the administration of the plan, including enrollment and benefit determinations.

We are committed to providing outstanding services for our applicants and members. If you require special assistance, including accommodations for disabilities or limited English proficiency, please call the number on the back of your member ID card to request these free services (TTY/TDD users may call 711).

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。