



Virtual Care 2024

Previously Blue Cross Online VisitsSM

Private and confidential virtual mental health care

With **Virtual Care** by Teladoc Health[®], you can have virtual visits with licensed therapists, psychologists, social workers and counselors, and U.S. board-certified psychiatrists from the comfort of home at a convenient time. This option provides ongoing support for stressful situations or issues such as grief, anxiety and depression.

This is in addition to the 24/7 virtual urgent care you have with Virtual Care.

Mental health visits are available by appointment with many providers offering extended hours, including nights and weekends. Appointments are available from 7 a.m. to 9 p.m., seven days a week.

Therapy is available for members ages 13 and up. Psychiatry is available for members ages 18 and up.

Mental health visits cost the same out of pocket as behavioral health visits, according to your health plan. You'll see your cost before you start your visit.

SCHEDULE AN APPOINTMENT

Visit bcbsm.com/virtualcare for a link to download the Teladoc Health app.



Family members ages 18 and older will need to create their own Virtual Care account. When updating or creating your account, be sure to choose your plan name and enter your member ID so your coverage is applied correctly. If you have questions or would like to arrange a telephone visit, call **1-800-835-2362**.



Virtual Care provides routine psychological and psychiatric treatment. Virtual Care does not provide treatment for complex mental health and substance use disorder conditions. All Virtual Care services from Teladoc Health are separate from virtual care other providers may offer. Remember to follow up with your primary care provider. Your plan may have copayments, deductibles and out-of-pocket costs.

Teladoc Health[®] is an independent company that provides Virtual Care Solutions for Blue Cross Blue Shield of Michigan and Blue Care Network. Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.