



# Virtual Care by Teladoc

## GET CARE WHEN YOU NEED IT, WHEREVER YOU ARE

With **Virtual Care** by Teladoc Health®, you and everyone on your health plan can get virtual medical and mental health care from a smartphone, tablet or computer.

Virtual Care is included with your Blue Cross Blue Shield of Michigan and health care plan.

### 24/7 VIRTUAL CARE

Have a virtual visit with a U.S. board-certified doctor for minor illnesses such as colds, sore throats, urinary tract infections and pink eye. Visits are available for adults and children.

Medical visits are available 24/7, anywhere in the U.S., when your primary care provider isn't available. You don't need an appointment, and the average wait time is 10 minutes. Prescriptions, if needed, can be sent to your preferred pharmacy.

### MENTAL HEALTH

Through the Mental Health option, you can connect with a licensed therapist or U.S. board-certified psychiatrist when you're dealing with stressful situations or issues such as grief, anxiety and depression.

Mental health visits require an appointment, but many therapists and psychiatrists have evening and weekend availability.

### WHEN CAN I USE A VIRTUAL VISIT?

When you have a non-emergency condition and:

- Your doctor is not available;
- You become ill while traveling;
- When you are considering visiting a hospital emergency room for a non-emergency health condition. *"Your covered children may also use Virtual Visits when a parent or legal guardian is present for the visit"*



Visit [bcbsm.com/virtualcare](https://bcbsm.com/virtualcare) for a link to download the Teladoc Health app

