



Frequently asked questions

What is Virtual Primary Care?

Virtual Primary Care is an alternative to in-person primary care and offers you a choice based on what fits your needs best. Primary care can be as easy as using your mobile device to connect with your primary care provider for a checkup, illness or just to ask a question.

With Virtual Primary Care for our Blue Cross Blue Shield of Michigan PPO members, you can develop a long-term connection with a primary care provider and care team, while still enjoying the convenience of virtual care. When you choose Virtual Primary Care, you have one primary care provider who will work with you to address your health care needs.

Anyone on your health care plan, ages 18 and older, can use Virtual Primary Care.

Why would I use Virtual Primary Care?

There may be many reasons you haven't connected with a primary care provider. Maybe providers in your area aren't taking new patients, you live in a rural area or you simply prefer virtual care. Virtual Primary Care offers another level of convenience. Just schedule a visit from home for a time that fits your schedule.

How do I sign up?

You'll find Virtual Primary Care under *Primary Care* in the Teladoc Health® app, the same app you use for Virtual Care. It's all in one place. After January 1, 2024, visit bcbsm.com/find-care/primary-doctor for a link to download the app. Once signed up, you can choose a virtual primary care provider and schedule an appointment.

How does it work?

Virtual Primary Care is simple and thorough. Virtual primary care providers are licensed and U.S. board-certified in family practice and internal medicine. They provide checkups, preventive care and diagnose and treat ongoing concerns and chronic conditions.

Once you choose a U.S. board-certified Teladoc Health primary care provider, you'll also have a virtual care team, which includes your primary care provider, a registered nurse and a certified medical assistant who will work with you to develop a personalized care plan. Your care team will coordinate with you for labs, imaging, testing and if any other follow-up care is needed.

Do I need an appointment?

Yes. Schedule an appointment by opening the Teladoc Health app and choosing *Primary Care*. You'll be prompted to select a provider, schedule a visit and provide some basic health and wellness information. If you like, you can also share your medical records with your new virtual primary care provider.

Appointments are available from 7 a.m. to 6 p.m. Monday through Friday, and 8 a.m. to 12 p.m. on Saturday, so you can find a time that works for you.

How soon are appointments available?

You can usually have your first appointment within five days. On average, the first visit lasts almost an hour. Future visits can usually be scheduled within one to two days.

How do I choose a virtual primary care provider?

You'll choose a virtual primary care provider when you schedule your first visit. You can read the providers' profiles to learn about them, including the languages they speak, their gender and experience caring for patients with certain health conditions. Select the provider that best suits your needs.



What happens when I schedule my first visit?

After you make your first appointment, you'll receive a visit checklist to help you prepare. You'll also receive a welcome kit in the mail. As part of the visit checklist, you'll be asked to take a blood pressure reading and add that result to your account. About 15 minutes before your appointment, a member of your care team will call you with any follow-up questions. Your primary care provider will review this information and discuss it with you during your first visit.

How do I talk with my virtual provider and care team?

You have unlimited access to your virtual care team through the Teladoc Health app. You'll also have a dedicated phone number that connects you directly to your care team during office hours. You can expect a response on the next business day.

Can virtual primary care providers write prescriptions?

Yes. If a prescription is needed, your doctor will send an electronic prescription to a pharmacy you choose. You'll pay for the prescription at the pharmacy according to your pharmacy benefit. Make the most of your benefits by choosing a network pharmacy. Doctors don't prescribe controlled substances.

Can virtual care providers order labs?

Yes. When labs are needed, your primary care provider will order the appropriate tests through a network lab of your choosing. If the lab is integrated with Teladoc Health, such as Lab Corp or Quest Diagnostics, the lab will deliver results directly to your provider. Then, your primary care provider shares the results with you through the app's message center, and a note is added to your care plan.

What if I need in-person care?

Your virtual primary care provider will coordinate in-person care, if needed, and make referrals to network specialists.

Can I use Virtual Primary Care while traveling?

Yes. When you're sick or need care, it's always best to start with your primary care provider.

When your primary care provider isn't available, you can use Virtual Care for urgent care, anywhere in the U.S. Virtual Care is also available through the Teladoc Health app under *24/7 Care*. When you have an urgent care visit, follow up with your primary care provider.

Will virtual primary care providers fill out qualification or incentive forms?

Yes, you can upload the form and review it with your doctor. Your doctor will complete the form and notify you. Your care team can provide additional support if needed.

How much does it cost?

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

What if I have questions?

Call 1-800-835-2362 or email help@teladochealth.com if you have questions about your account. If you have questions about your health plan benefits, call the Customer Service number on the back of your Blue Cross member ID card.

Virtual Primary Care from Teladoc Health isn't available for Blue Care Network or Medicare members. Teladoc Health® provides Virtual Care Solutions for Blue Cross Blue Shield of Michigan and Blue Care Network.

Labcorp® and Quest Diagnostics® are independent companies that provide laboratory and imaging services on behalf of Teladoc Health® to Blue Cross Blue Shield of Michigan members.