



BCN Virtual Primary CareSM HMO

Convenient. Affordable. Where and when you need it.



How referrals work

A referral is required when your Doctor On Demand virtual primary care provider says you need to have an evaluation by a specialist or you need an in-person evaluation. Your Doctor On Demand PCP coordinates your care to ensure you're referred to the appropriate BCN-participating provider when needed.

Referrals aren't required for urgent care, emergency, behavioral health or routine women's health services visits. Urgent care or emergency visits are for concerns that require immediate evaluation.

What you can expect from Doctor On Demand[®]

- If you need an in-person evaluation that doesn't require a specialist, your Doctor On Demand PCP will refer you to an in-person BCN-participating PCP.
- Your Doctor On Demand PCP will go over their recommendations for evaluation and help you find BCN-participating providers near you.
- The Doctor On Demand care team can coordinate the visit on your behalf and answer questions you might have in advance.
- After you've seen the provider, your Doctor On Demand PCP will review the findings and recommendations to create a personalized treatment plan.

What you need to do

- Take any documentation provided by your Doctor On Demand PCP to your visit.
- Follow up with your Doctor On Demand PCP to review the provider's findings.

We're ready to help

If you have referral-related questions or questions about your care, call Doctor On Demand at 1-855-431-5552. For questions about your Blue Care Network health benefits and coverage, call the Customer Service number on the back of your member ID card.



Doctor On Demand by Included Health is provided by Included Health, Inc., which is an independent company contracted by Blue Care Network to provide acute care, behavioral health care services and primary care services to BCN members.

Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

Google Play and the Google Play logo are trademarks of Google LLC.