



BCN Virtual Primary CareSM HMO

Convenient. Affordable. Where and when you need it.



When you need durable medical equipment or diabetes supplies

Your Doctor On Demand[®] virtual primary care provider or a BCN-participating specialist who's treating your condition will write a prescription for what you need to maintain your health.

Durable medical equipment

DME items help you recover from surgery or illness. Examples include:

- Crutches
- Wheelchairs
- Oxygen tanks
- CPAP machines
- Orthotics
- Prostheses

Ways to find a Northwood provider
 Call 1-800-667-8496 from 8:30 a.m. to 5 p.m.
 Monday through Friday

Or go to bcbsm.com/durable-medical-equipment
 to search the online directory.

Your Doctor On Demand PCP or BCN-participating specialist will write a prescription for the equipment you need. Our equipment vendor, Northwood Inc., will fill the prescription.*

Diabetes supplies

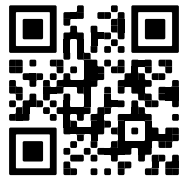
If you have diabetes, you'll receive a free Doctor On Demand Diabetes Chronic Care Kit. The kit includes a glucose monitor, test strips, monofilaments, lancets, a sharps container, alcohol wipes and a scale.

When you need refills of the kit's basic monitoring and testing supplies, simply message the Doctor On Demand Care Team to request it. They'll electronically order the prescription with Northwood.* When the order is ready, you can pick up the supplies from your chosen Northwood provider.

*You'll pay more out of pocket if you don't get your DME or diabetic supplies from Northwood Inc.

We're ready to help

If you have questions about durable medical equipment, diabetes supplies or 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 BCN member ID card.



GET THE
DOCTOR ON DEMAND APP

doctorondemand.com/bcn



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.

Northwood, Inc. is an independent company providing durable medical equipment to Blue Care Network members.

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