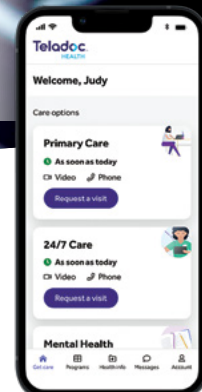# Virtual Primary Care 2024

For our Blue Cross PPO members

A new option for primary care

ENJOY THE CONVENIENCE OF VIRTUAL PRIMARY CARE

A rural location and untraditional work hours are a couple of reasons visiting your primary care provider in person can be challenging. Now, you can choose a virtual primary care provider through your Blue Cross Blue Shield of Michigan health plan.

With **Virtual Primary Care** through Teladoc Health®, members ages 18 and older have access to:

- A U.S. board-certified Teladoc Health primary care provider
- A virtual care team that includes your primary care provider, a registered nurse and a certified medical assistant who will work with you to develop a personalized care plan
- Unlimited messaging to your virtual care team through the Teladoc Health app, the same app you use for virtual urgent care and mental health

Appointments are available from 7 a.m. to 6 p.m. Monday through Friday, and 8 a.m. to 12 p.m. on Saturday.

GET STARTED

Visit **bcbsm.com/find-care/primary-doctor** for a link to download the Teladoc Health app.

HOW IT WORKS

Virtual Primary Care is simple and thorough.

When you have your wellness visit with a Virtual Primary Care provider:

- You can usually have your first appointment within five days and future visits within one to two days.
- Your first visit lasts almost an hour, on average.
- You'll receive, at no cost, a digital blood pressure monitor before your visit.

Your Virtual Primary Care provider can:

- Write prescriptions and order appropriate labs and imaging, when needed.
- Coordinate in-person care, if needed.
- Make referrals to network specialists.

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

READY TO HELP

MICHIGAN

Virtual Primary Care from Teladoc Health isn't available for Blue Care Network or Medicare members. Teladoc Health® is an independent company that provides Virtual Care Solutions for Blue Cross Blue Shield of Michigan. Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.