



Blue Cross  
Online Visits<sup>SM</sup>



Medical and behavioral health

## Getting health care online in 2018: What you need to know

When you use **Blue Cross Online Visits<sup>SM</sup>** (previously called 24/7 online health care), you'll have access to online medical and behavioral health services anywhere in the U.S.

You can rest assured knowing you and your covered family members can see and talk to:

- A doctor for minor illnesses such as a cold, flu or sore throat when their primary care doctor isn't available.
- A behavioral health clinician or psychiatrist to help work through different challenges such as anxiety, depression and grief.

### After Jan. 1, 2018, here's what you need to do to use online visits:

- **Mobile** – Download the BCBSM Online Visits<sup>SM</sup> app
- **Web** – Visit [bcbsmonlinevisits.com](http://bcbsmonlinevisits.com)
- **Phone** – Call **1-844-606-1608**

**If you're new to online visits**, sign up after Jan. 1, 2018. Be sure to add your Blue Cross or Blue Care Network health plan information.

**If you currently use Blue Cross' 24/7 online health care from Amwell<sup>®</sup>**, use the new app, website or phone number after Jan. 1, 2018. You don't need a service key. Your login information stays the same and will be transferred to our new site. Verify your password and your account information. You may need to re-enter some information.

Online medical care doesn't replace primary doctor relationships.

The website and app use the American Well<sup>®</sup> technology platform and provider network. American Well<sup>®</sup> is an independent company that provides online visits for Blue Cross and BCN members.

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.



Confidence comes with every card.<sup>®</sup>