



Blue Cross Blue Shield of MI & Blue Care Network Wellbeing Programs

Virtual Care enables members to visit with a board-certified doctor or mental health expert online from anywhere in the U.S.

Virtual Care

What it is:

Blue Cross works with Teladoc Health, an app-based platform with a suite of solutions, to offer Virtual Care to deliver virtual medical and mental health care

Changes for 2025:

Medical visit costs will vary based on call length and complexity, similar to behavioral health visits (was \$65)

What this program provides:

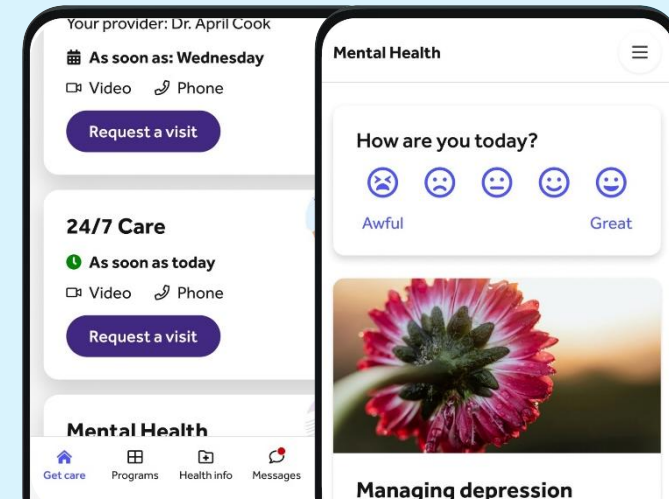
- 24/7 medical visits available anywhere in the U.S.
- No appointment necessary with an average wait time of 10 minutes
- Mental health visits available by appointment; extended hours from 7 a.m. to 9 p.m. EST, seven days a week
- 'Prescriptions can be sent to your preferred pharmacy
- Access to Mental Health Self-Guided Support

Who has access:

- Therapy is available for members ages 13 and up
- Psychiatry is available for members ages 18 and up

How you can start:

- Visit bcbsm.com/virtualcare
- Download the Teladoc Health app at the Apple Store® or Google Play™
- Login to your Blue Cross member account to access Virtual Care



Condition management

Managing chronic conditions to get healthy is easier with a little help — our Condition Management Solutions are here for you

What it is:

Blue Cross works with Teladoc Health to offer a suite of virtual Condition Management Solutions to help you manage the daily responsibilities of living with a chronic condition

What this program provides:

Placement in one of four programs

- Diabetes Prevention
- Diabetes Management
- Hypertension Management
- Weight Management

Expert coaching and easy-to-use tools

Program-specific supplies, such as a smart scale, advanced blood glucose meter, connected blood pressure monitor and unlimited test strips and lancets

Support for related concerns

Who has access:

Eligibility varies based on the four programs

How you can start:

- Enroll by calling 1-800-838-6628
- Provide your registration code: You'll receive this code from your employer
- Download the Teladoc Health app at the Apple Store® or Google Play™
- Online at teladochealth.com/expert-

