




# CareFirst Video Visit: How to Register and Get Started

Registering for CareFirst Video Visit before you need care is a great way to be prepared. You can register online at **[carefirstvideovisit.com](https://carefirstvideovisit.com)** or by downloading the mobile app for iOS/Android from your favorite app store. If you register by mobile, please note, some of the screens on the app will look slightly different compared to the ones below, which you'll see online.

## Step 1:

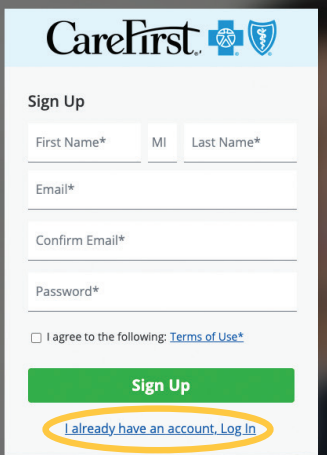
Visit **[carefirstvideovisit.com](https://carefirstvideovisit.com)** and register. If you don't need to see a healthcare professional, you're done. When you do come back, click on *'I already have an account, Log In'* and start with Step 2.



With CareFirst Video Visit, see a doctor 24/7/365.

CareFirst BlueCross BlueShield (CareFirst) Video Visit allows you to securely connect with a doctor whenever and wherever you want on your smartphone, tablet or computer. Urgent Care Video Visits are available 24/7/365, and you also have the option to schedule visits with licensed professionals for other services. The cost for your visit varies based on your benefits.

[Learn More >](#)



**CareFirst**

Sign Up

First Name\* MI Last Name\*

Email\*

Confirm Email\*

Password\*

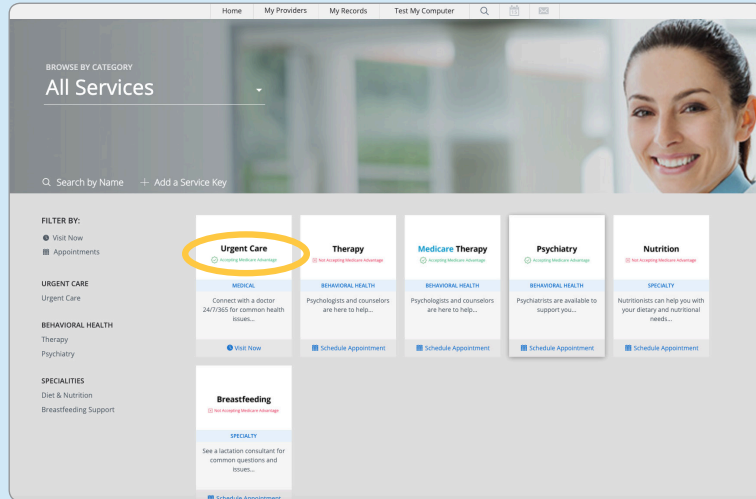
☐ I agree to the following: [Terms of Use\\*](#)

**Sign Up**

[I already have an account. Log In](#)

## Step 2:

Select the service you need.

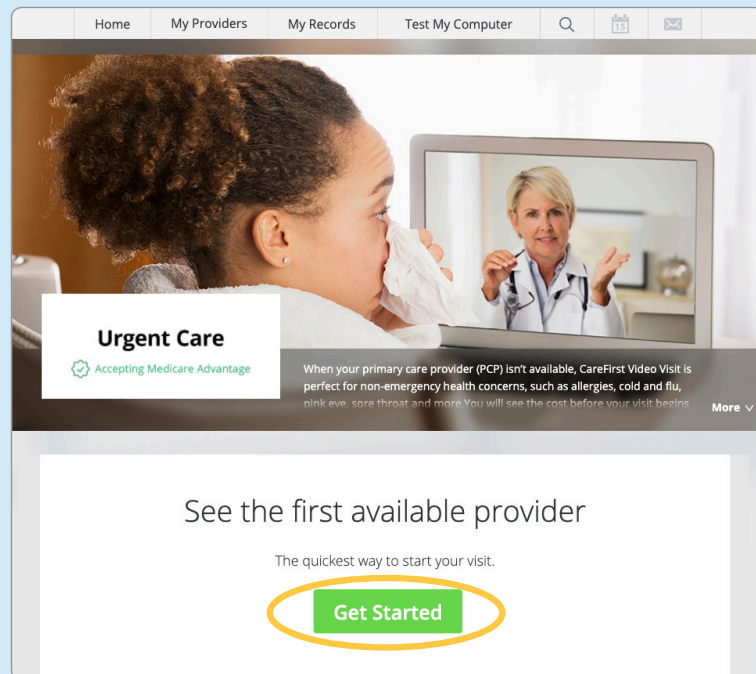


## Step 3:

Depending on the service you select, you can opt to see the first available doctor, search for a doctor, or schedule an appointment.

### Option 1—See the first available doctor

Simply click the 'Get Started' button.



## Option 2—Search for a doctor

You may browse available doctors by date, gender, specialty and language. Additionally, you can review their education, experience and approach to treatment to find one that meets your needs.

Schedule an Appointment

Choose by Date

April 2021 May 2021

Thursday, April 29, 2021

Filters (1) Gender Language Specialty CLEAR

☐ English  
☐ Hebrew  
☐ Portuguese  
☒ Spanish

**Jalie**  
Therapist  
View Profile

8:00 AM 9:00 AM 10:00 AM  
3:00 PM 4:00 PM 5:00 PM  
7:00 PM 8:00 PM

**Cefora Rubin**  
Therapist  
View Profile

12:00 PM 1:00 PM 2:00 PM  
6:45 PM 7:45 PM

## Option 3—Schedule an appointment

When making an appointment, you can either *choose by date* or by *provider*.

Schedule an Appointment

Choose by Date

April 2021 May 2021

### Step 4:

Provide your phone number for follow-up, if needed.


Get Started

Your Visit

Pharmacy

Payment

Your Provider

 Get Started

Please provide some details about your visit and we'll connect you with a qualified provider.

Who is this visit for?\*

☒ Myself

☐ My Child

What phone number should a provider call for follow-up, if needed?\*

(123) 456-7890

Would you like to email guests (up to four) to join your visit? ⓘ

[+ Add a guest](#)

☒ I acknowledge receipt of these: [Notices of Privacy Practices\\*](#)

### Step 5:

Describe what you'd like to discuss during the visit.


✓ Get Started

Your Visit

Pharmacy

Payment

Your Provider

 Your Visit

What would you like to discuss today? (select all that apply)

☐ Cold

☐ Earache

☐ Fever

☐ Headache

☐ Rash

☐ Sleep Issues

☐ Stomachache

☐ Other Symptom or Condition

### Step 6:

If you choose to share any medical history, the doctor will review it before starting the visit.


✓ Get Started

Your Visit

Pharmacy

Payment

Your Provider

 Medical History

CONDITIONS

Have you ever been diagnosed with any of the following conditions?

☐ Alcohol Use Disorder

☐ Allergies

☐ Anxiety

☐ Arthritis

☐ Asthma

☐ Atrial Fibrillation

☐ Attention Deficit Disorder

☐ Fibromyalgia

☐ Gastrointestinal Bleeding

☐ Glaucoma

☐ Gout

☐ Headaches

☐ Hearing Loss

☐ Heart Disease

## Step 7:

Choose the pharmacy that's convenient for you. If a prescription is necessary, your doctor will electronically transfer the prescription to the pharmacy you've chosen.

The screenshot shows a progress bar at the top with five steps: 'Get Started' (checked), 'Your Visit' (checked), 'Pharmacy' (highlighted in orange), 'Payment', and 'Your Provider'. Below the progress bar is a header with a pharmacy icon and the word 'Pharmacy'. The main content area asks 'Where would you like prescriptions sent?' and features a radio button selected for 'WALGREENS DRUG STORE #17836'. Below this, the address is listed: '12224 TULLAMORE ROAD', 'TIMONIUM, MD 21093', and '(410) 683-0031'. There is also an unselected radio button for 'Another Pharmacy'. At the bottom right are two blue buttons: 'Back' and 'Continue'.

## Step 8:

Confirm your insurance information.

You're all set and your visit should begin momentarily.

The screenshot shows a progress bar at the top with five steps: 'Get Started' (checked), 'Your Visit' (checked), 'Pharmacy' (checked), 'Payment' (highlighted in orange), and 'Your Provider'. Below the progress bar is a header with a shield icon and the word 'Insurance'. The main content area has a radio button selected for 'I have insurance'. Below this, a note states: 'Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.' A dropdown menu shows 'CareFirst BlueCross BlueShield or CareFirst BlueChoice'. Below the dropdown is a text input field containing 'XXX123XXX123', which is circled in orange. Below the input field is the question 'Are you the Primary Subscriber?' with radio buttons for 'Yes' (selected) and 'No'. There are also two unselected radio buttons: 'I don't have insurance' and 'My plan isn't listed/Skip this step'. At the bottom right is a blue 'Continue' button.

**NOTE:** All insured members have the emergency benefits described in this policy. For self-funded plans, phone consults may not be covered and for telemedicine visits there may be member cost share. Contact the customer service line or human resources or the group administrators for self-funded plan coverage information. For FEP members, please check the member's eligibility for benefits or contact customer service.

For insured members (and except as noted in the paragraph above), benefits are provided for phone consultation services in all CareFirst jurisdictions when provided in accordance with the guidelines as outlined below (see Provider Guidelines).

Benefits are not provided for any technical fees or costs for the provision of phone or telemedicine services.

For insured members (and except as noted in the NOTE paragraph above), deductibles, copayments or coinsurances will not apply to Phone Consults or Telemedicine services.