



Blue Cross  
Online Visits™



Medical

## 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 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 your primary care doctor isn't available.

### 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. You'll also need to add the service key **BLUE**.

**If you currently use Blue Cross' 24/7 online health care from Amwell®**, use the new app, website or phone number after Jan. 1, 2018. 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® technology platform and provider network. American Well® 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.

