

See a Doctor on Your Time

Virtual Medicine Helps You Feel Better Faster



At 3 a.m., you wake up with a fever and a rash. Rather than waiting until morning, you can connect with a doctor right away through virtual medicine. The doctor diagnoses your condition and sends a prescription directly to your pharmacy. **It's a convenient way to get needed non-emergency care at odd hours, when traveling or when your primary care provider is not available.**

◀ A video visit with a doctor using your computer, tablet or smartphone

YOU HAVE 24/7 ACCESS

With virtual medicine, you and your family have access — day or night, seven days a week — to U.S. licensed, board-certified doctors. These doctors diagnose and treat most non-emergency illnesses. They can even prescribe medications when appropriate.

WHEN TO USE VIRTUAL MEDICINE

Virtual doctors can treat sinus infection, upper respiratory infection, bronchitis, flu, conjunctivitis, cough and sore throat. Eighteen of the top 20 reasons people visit urgent care centers can be treated through a virtual medicine visit.

"I was seen immediately, got some eye drops and was on my way!"

REGISTER AND DOWNLOAD APP TO GET STARTED

Visit amwell.com or doctorondemand.com and follow the instructions to register and download their mobile apps. You can use either or both of these services, depending on the availability of virtual doctors in your area.

VIRTUAL MEDICINE OFFERS:

Access from wherever you are.
Home. Office. Vacation.

Access whenever you want — 24/7.

No travel and minimal wait time.

Highmark Blue Cross Blue Shield West Virginia is an independent licensee of the Blue Cross and Blue Shield Association.

To determine the availability of services under your health plan, please review your Outline of Coverage for details on benefits, conditions and exclusions or call the number on the back of your ID card. American Well and Doctor On Demand service availability is subject to state laws. Virtual Diet and Nutrition Services are not eligible. You will be responsible for the full cost of these services. Medical/urgent care services are subject to the telemedicine service benefit. Mental health/online therapy services are subject to the outpatient mental health benefit.

Patients may receive a promotional offer for a free visit directly from Doctor On Demand or American Well. These promotions are not part of your plan of benefits.

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The Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。