



# Virtual Doctor Visits Any Day, Any Time.

## Frequently Asked Questions



### What is BlueCare Anywhere?

With **BlueCare Anywhere**, Blue Cross Blue Shield of Arizona (BCBSAZ) members can see a board-certified doctor, counselor or psychiatrist on a computer or mobile device. It's the easy way to get immediate care—any day, any time. Why wait to start feeling better? Just sign in and connect to your live virtual visit.

### What services are offered?



#### MEDICAL

You don't have time to be sick. And whether you're at home, work or on vacation, a board-certified doctor is ready to connect with you whenever and wherever you need help. For common health issues like headaches, fevers, rashes and stomach bugs, simply click to select a provider and start feeling better.

#### COUNSELING



Sometimes you just need to talk things out. When life's challenges get too heavy, a certified counselor or psychologist is a click away. From concerns such as depression and anxiety, to stress caused by grief, divorce, parenthood, or other major life changes.

#### PSYCHIATRY



Psychiatric care is here whenever and wherever you need it. Connect with a board-certified psychiatrist face-to-face via video visit or by phone from the privacy and comfort of your own home to address common behavioral health challenges. Experienced psychiatrists provide assessments, evaluations and treatment.



An Independent Licensee of the Blue Cross and Blue Shield Association

## How does it work?

One of the key benefits is convenience. Virtual doctor visits\* are available 24/7 and can be conducted anywhere members have access to a smartphone, tablet or computer with internet access, using these simple steps:

1. Enroll online by providing your name, email address and password.
2. Fill out a questionnaire about your symptoms, medications and health history
3. Select a provider type: medical, counseling, psychiatry
4. Pay the cost share with a credit card, flexible spending account (FSA) or health savings account (HSA)
5. Choose a pharmacy (if medication is required)
6. See the doctor or schedule an appointment
7. Receive a visit summary and share with your primary care provider

## How much does it cost?

Your **BlueCare Anywhere** telehealth visit copay is listed on your Summary of Benefits and Coverage (SBC). Go to your online member account at [azblue.com/member](http://azblue.com/member) to review your SBC.

## When would I use BlueCare Anywhere?

- I want to see a doctor, but can't fit it into my schedule
- My doctor's office is closed
- I feel too sick to drive
- I have children at home and don't want to bring them with me
- It's difficult for me to get a doctor's appointment
- I'm on business travel and not able to get to care

## Can I use BlueCare Anywhere when I'm traveling?

Yes. Providers are available and licensed in all 50 states.

## What computer requirements are needed?

High-speed Internet access and a webcam or computer with a built-in camera and audio capability are required.

## Can the doctor prescribe medication?

Yes, doctors can consult, diagnose, and prescribe medication.

## Who are the doctors?

Medical doctors available on **BlueCare Anywhere**:

- Are U.S. board-certified, licensed, and credentialed
- Have an average of 10-15 years experience
- Have profiles, so you can see their education and practice experience

## How do I add a spouse or other family member?

If your spouse or other family member is on your health plan, they are eligible for BlueCare Anywhere. They will need to sign up on [BlueCareAnywhereAZ.com](http://BlueCareAnywhereAZ.com) or download the BlueCare Anywhere mobile app. If your child is on your health plan, they are eligible for BlueCare Anywhere. Parents and guardians can add children who are under age 18 to their account and have doctor visits on their behalf. Enroll yourself first and then add your child or dependent to your account.

## What if my child is over 18 and still on my health insurance?

They should sign up as an adult and create their own separate account.



**SIGN UP AT [BlueCareAnywhereAZ.com](http://BlueCareAnywhereAZ.com)**  
**OR DOWNLOAD THE [BlueCare Anywhere](#) APP NOW.**



\*Virtual visits do not provide emergency care. In an identified or probable emergency, the virtual visit provider will direct the patient to seek emergency care.