Telehealth from AZ Blue

Formerly known as BlueCare Anywhere℠



Discover convenience, comfort, and savings

If you don't have a regular doctor, or if your primary care provider isn't available, you can visit with a board-certified doctor in the privacy and comfort of home. See a doctor, counselor, or psychiatrist from your phone, computer, or tablet. Plus, **Telehealth from AZ Blue** visits often cost less than an urgent care visit.

What services are offered?



Medical Care 24/7

Get treated for minor injuries and illnesses and non-emergency health issues like cold and flu symptoms, fevers, rashes, and stomach bugs. Doctors can also prescribe medications from your pharmacy of choice, if needed.



Counseling

You can get the benefits of an in-person counseling session online. Schedule an appointment with a board-certified counselor or psychologist to get help for depression and anxiety, as well as stress caused by grief, divorce, parenting challenges, job loss, and other major life changes.



Psychiatry

A board-certified psychiatrist is available by appointment. Experienced psychiatrists can help you address common mental health challenges, and provide assessments and treatments, as well as assist with medication management.

Care is available now!

Visit **AZBlueTelehealth.com** to start a visit.
Customer service line: 1-844-606-1612.

Quick Tips

Telehealth puts you **face to face** with a board-certified doctor for your sick care needs **any time, day or night,** and board-certified counselors, psychologists, and psychiatrists are available by appointment. These tips can help you start a visit using your computer, tablet, or smartphone.

Helpful Hint: If prompted to add your member ID, use the entire series of numbers and letters shown on your member ID.

1 Sign up to get started.

Create your account right away for quick access when you need an appointment!

- Visit **AZBlueTelehealth.com** and click **Sign Up.**
- Click **Create Account.**
- Enter your email address. Telehealth will send you an email to this account to verify for your account security.
- After you verify your email, create a password for your account.
- Use your email address and password to log in.
- Verify your account using one of the options. We suggest SMS or Phone.
- Follow the prompts to provide your information.

2 Know when to use it.

Visit with a doctor, counselor, or psychiatrist for help with:

- Cold, flu, fever
- Cough, bronchitis
- Diarrhea, vomiting
- Headache
- Pink eye
- Rashes
- Insomnia
- Anxiety
- Depression, and more



This is not a complete list. Telehealth from AZ Blue should not be used for burns, wounds, broken bones, or life-threatening conditions. In an identified or probable emergency, the virtual visit provider will direct you to seek emergency care. For more information, visit azbluetelehealth.com.

3 Make an appointment.

- Follow the steps to choose a provider for immediate care, or schedule an appointment for counseling or psychiatry.
- You can see the fees, and add or change your payment information.

If you are traveling out of state, you'll need to change your profile setting to show the state you're visiting. That way, you can choose a doctor who is licensed to practice in that state.

4 Get treated.

You will talk with the doctor about your health concern just like you would at a regular office visit.

The doctor will give you treatment options and may send a prescription to the pharmacy you've selected, if needed.

Need a "sick slip" or other document to go back to work or school? The doctor can provide one as appropriate.

After your visit you'll receive a report that you can share with your PCP or other healthcare provider.

Care is available now!

Visit **AZBlueTelehealth.com** to start a visit.

BlueCross BlueShield Arizona

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Virtual visits do not provide emergency care. In an identified or probable emergency call 911, or the virtual visit provider will direct the patient to seek emergency care.

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