Capital Blue Cross
Virtual Care

The doctor will see you now. Literally.

See a doctor anytime, anywhere, with Capital Blue Cross Virtual Care.

With Capital Blue Cross Virtual Care, doctors can diagnose common illnesses and send prescriptions straight to your pharmacy. Capital Blue Cross Virtual Care is a covered benefit on most health plans from the Capital Blue Cross family of companies*, and it even includes behavioral health services and nutrition counseling.

Why use Capital Blue Cross Virtual Care?

- ✓ Convenient and easy
- ✓ Can be less costly than a trip to an urgent care center or emergency room
- ✓ Helpful when:
  - You become sick while traveling within the United States
  - You feel too sick to leave the house
  - You need personalized nutrition advice
  - You need to see a doctor, but can't fit it into your schedule
  - Your doctor's office is closed

*Virtual visits may not be covered under all benefit plans. Refer to your Certificate of Coverage for benefit details. Copays and deductibles may apply.

Convenient care — everywhere

From your phone, tablet, or computer, make an appointment to meet with a dietitian, or get treatment from a Capital Blue Cross Virtual Care doctor or behavioral health specialist within minutes. And be sure to share your visit summary with your Primary Care Physician (PCP).

	Medical	Counseling	Psychiatry	Nutrition Counseling
Doctors and Counselors	Capital Blue Cross Virtual Care providers are licensed doctors that have an average of 15 years of experience.	Capital Blue Cross Virtual Care counseling services are provided by licensed psychologists and master's level counselors.	Capital Blue Cross Virtual Care psychiatry services are provided by board-certified psychiatrists and neurologists, who provide a thorough assessment and follow-up visits for medication management.	Capital Blue Cross Virtual Care nutrition counseling services are provided by dietitians certified in telehealth, who provide nutrition advice and diet plans based on personal health needs.
Treatment for conditions, such as:	• Abdominal pain • Bronchitis and other respiratory infections • Flu • Pink eye • Strep throat	• Anxiety • Bereavement and grief • Depression • LGBTQ counseling • Trauma	• Anxiety disorders • Anorexia/bulimia • Bipolar disorder • Obsessive compulsive disorder • Post traumatic stress disorder	• Diabetes • Digestive disorders • Food allergies • High cholesterol • Meal planning • Pregnancy diets • Weight loss
Availability	24/7 (including weekends and holidays) through the mobile app or website. No appointment necessary.	7 a.m. – 11 p.m. ET, 7 days a week, by appointment only (same day appointment is possible).	Patients can typically get appointments within 14 days, and a psychiatrist will schedule follow-up visits as needed.	Patients can schedule an appointment with their provider of choice. Appointments are available 7 days a week, including evenings. Follow-up appointments are available as necessary.

Two ways to sign up

1. Download the free Capital Blue Cross Virtual Care app **2.** Visit **virtualcarecbc.com**

Learn More

Visit **virtualcarecbc.com** to learn more about virtual visits.

Questions

Virtual Care and website: Call **833.433.5914**
Health plan benefits: Call the number on your member ID card

virtualcarecbc.com

Capital

On behalf of Capital Blue Cross, American Well Corp. provides this online healthcare tool. American Well is an independent company.

Healthcare benefit programs issued or administered by Capital Blue Cross and/or its subsidiaries, Capital Advantage Insurance Company®, Capital Advantage Assurance Company®, and Keystone Health Plan® Central. Independent licensees of the Blue Cross Blue Shield Association. Communications issued by Capital Blue Cross in its capacity as administrator of programs and provider relations for all companies.

C-638 (09/07/21)