



## 24/7 Access to Virtual Care Online or Mobile Doctor Visits

Virtual care is not for emergencies. If you have a serious medical concern, go to the emergency room or call 911.

### Urgent or Sick Care Needs

Get care wherever you are for common medical issues by streaming a live visit directly online or on your mobile device.

#### Virtual Care providers can treat common medical issues:

|                         |   |
|-------------------------|---|
| COVID-19                | Pink Eye                                  |
| Sinus Pain              | Nausea, Vomiting, Diarrhea                |
| Mild Asthma             | Bumps, Cuts, Scrapes                      |
| Mild Allergic Reactions | Coughs, Sore Throat                       |
| Minor Headaches         | Eye Swelling, Irritation, Redness or Pain |
| Burning with Urination  | Minor Fevers, Colds                       |
| Cold Sores              | Rashes, Minor Burns                       |
| Sprains, Strains        |   |

### Why Use Virtual Care?

- Short wait times
- Meet with licensed, U.S. board-certified physicians and behavioral healthcare providers
- Feel safe with private, secure, HIPAA-compliant tool
- Rest assured if you are traveling and need care quick
- Works with your device's camera
- Get the care you need – including some prescriptions\*
- Save on drive time
- May cost less than going to the emergency room

### Behavioral Healthcare

Find behavioral therapy\*\* and medication support by scheduling your session with a psychologist or counselor.

#### Behavioral healthcare services treat:

|                   |              |
|-------------------|--------------|
| Anxiety           | OCD          |
| Bereavement/Grief | PTSD/Trauma  |
| Bipolar Disorder  | Panic Attack |
| Depression        |              |

### Start an Appointment

**Step 1:** Download the **MyBlueKC mobile app** or visit [MyBlueKC.com](https://www.MyBlueKC.com).

**Step 2:** View a list of available doctors, their experience and ratings, and select one.

**Step 3:** Create an account using your Blue KC member ID card for reference.

### Access 24/7 Virtual Care:

Visit [MyBlueKC.com](https://www.MyBlueKC.com) or download the MyBlueKC mobile app. Have your Blue KC member ID card handy.

\* Blue KC does not guarantee a prescription will be written.

\*\* Affordable visits based on your plan's benefits. Costs can vary for behavioral healthcare provider type.



MyBlueKC.com



MyBlueKC mobile app

For costs and further details of the coverage, including exclusions, any reductions or limitations and the terms under which the policy may be continued in force, see your insurance producer or write Blue KC.

**NOTE:** The Member Guide provides a general overview of services and benefits that may be included in some Blue KC health plans. Because coverage details can vary, we encourage you to review your specific plan documents for accurate information. For details about your coverage, please refer to your Summary of Benefits and Coverage (SBC) by visiting [MyBlueKC.com](https://www.MyBlueKC.com) and clicking on **Plan Benefits**.