



TELEHEALTH

Did you know your Primary Care Physician may offer the convenience of addressing your medical needs through phone or video consultations? It's called telehealth, and it makes getting the care you need easier.

WHAT IS TELEHEALTH?

Telehealth is a broad term for sharing medical records *electronically* and meeting with doctors *virtually* or *remotely*. It can save a trip to the hospital or doctor's office for non-emergency care, while easing any safety concerns you may have.

Telehealth providers can often:

- Meet your everyday health and wellness needs
- Complete your annual wellness exam
- Manage any chronic conditions
- Follow up with more complex challenges

Telehealth services performed must be within the scope of the provider's license and be medically necessary. Coverage for telehealth services varies by health plan. Before scheduling a virtual appointment with your provider, be sure to review your Blue Cross Benefit Booklet*, or call the member customer service number on the back of your Blue Cross ID card. If your condition is severe or life threatening, call 911 or go to an emergency room.

*Log in to your *myBlueCross* account. Click *myBlueCross* in the blue banner, and then click *View Benefits and Coverage*.



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**Still have questions about telehealth or
health plan coverage?**

Call the member customer service number
on the back of your Blue Cross ID card.