



MEMBER JOURNEY

VIRTUAL CARE

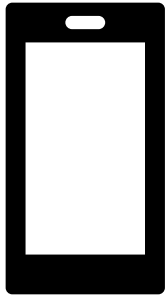


As of January 1, 2024, members will need to download the **Teladoc Health app** and create a new account with Teladoc Health.



As of January 1, 2024, the BCBSM Online Visits app will no longer be used. Members will be directed to download the **Teladoc Health app**.

Options to create an account



Mobile Device

Download the **Teladoc Health app**



Desktop Web Version

<https://www.bcbsm.com/f/ind-care/online-visits/>



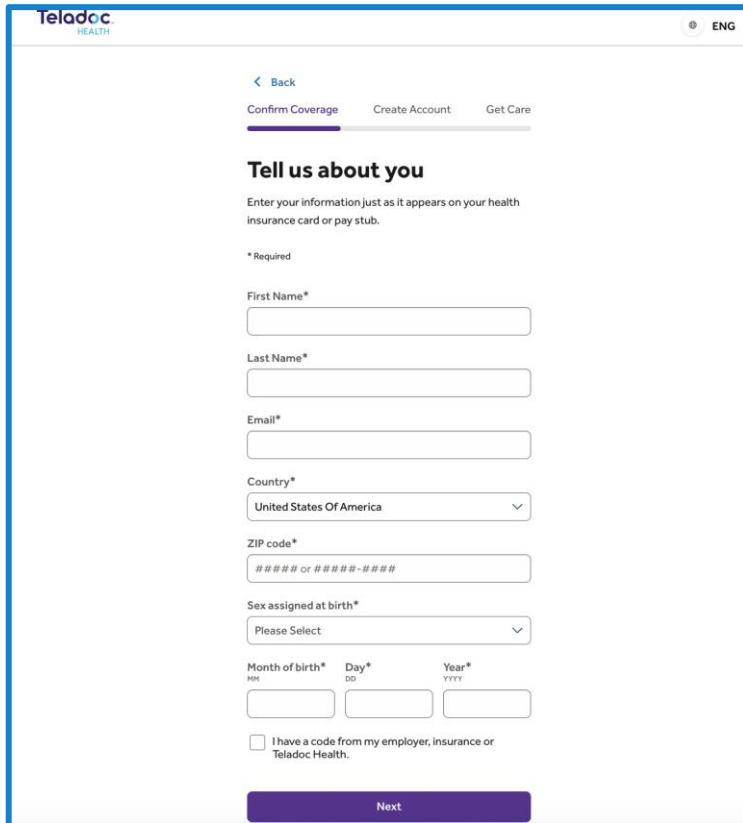
Phone

Call 1-800-Teladoc
(1-800-835-2362)
24/7
TTY: 1-855-636-1578



PROFILE SETUP

Member will input identifying information that will match them to a benefits record.
If benefits aren't matched, the member will see a drop-down list of health plans to choose from.



Teladoc HEALTH ENG

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Confirm Coverage Create Account Get Care

Tell us about you

Enter your information just as it appears on your health insurance card or pay stub.

* Required

First Name*

Last Name*

Email*

Country*
United States Of America

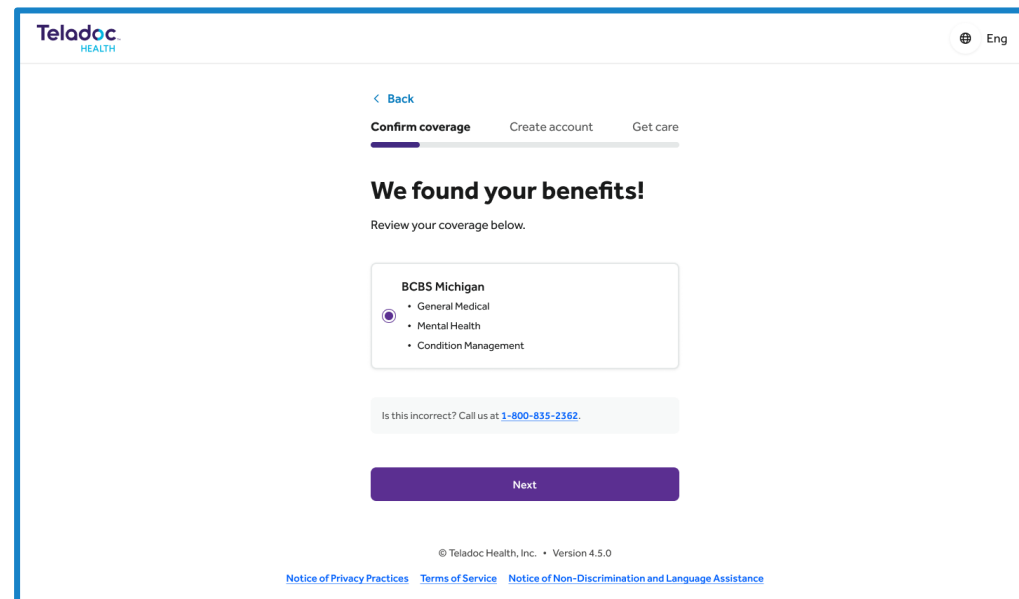
ZIP code*
or #####-####

Sex assigned at birth*
Please Select

Month of birth* Day* Year*
MM DD YYYY

I have a code from my employer, insurance or Teladoc Health.

Next



Teladoc HEALTH Eng

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Confirm coverage Create account Get care

We found your benefits!

Review your coverage below.

BCBS Michigan

- General Medical
- Mental Health
- Condition Management

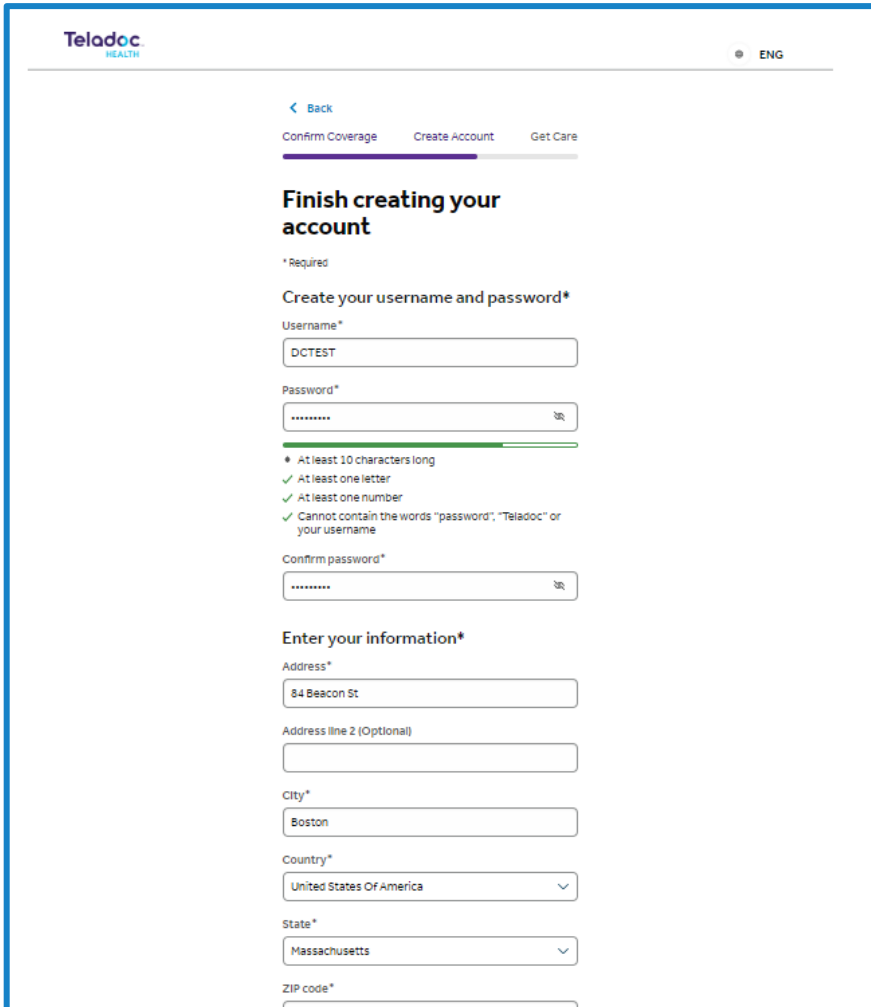
Is this incorrect? Call us at [1-800-835-2362](tel:1-800-835-2362).

Next

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[Notice of Privacy Practices](#) [Terms of Service](#) [Notice of Non-Discrimination and Language Assistance](#)

Member will finish creating their account.



Teladoc HEALTH ENG

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Confirm Coverage Create Account Get Care

Finish creating your account

* Required

Create your username and password*

Username*

Password*

At least 10 characters long
At least one letter
At least one number
Cannot contain the words "password", "Teladoc" or your username

Confirm password*

Enter your information*

Address*

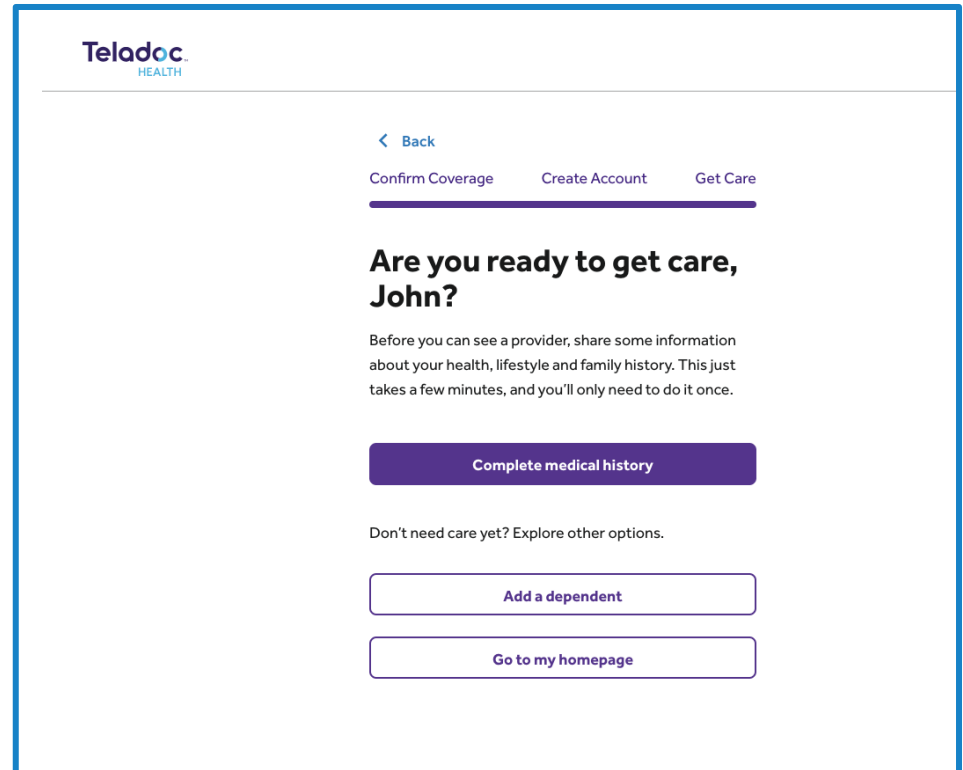
Address line 2 (Optional)

City*

Country*

State*

ZIP code*



Teladoc HEALTH

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Confirm Coverage Create Account Get Care

Are you ready to get care, John?

Before you can see a provider, share some information about your health, lifestyle and family history. This just takes a few minutes, and you'll only need to do it once.

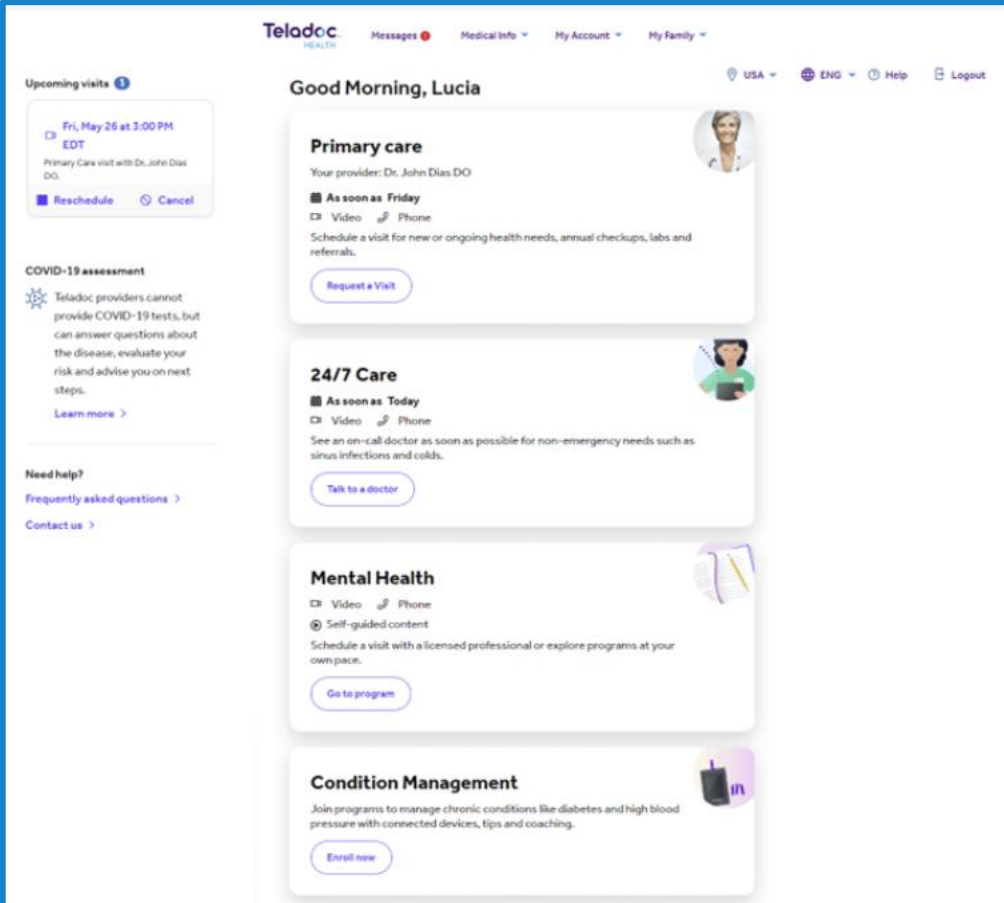
Complete medical history

Don't need care yet? Explore other options.

Add a dependent

Go to my homepage

Note: Members will only see care options that are available to them.

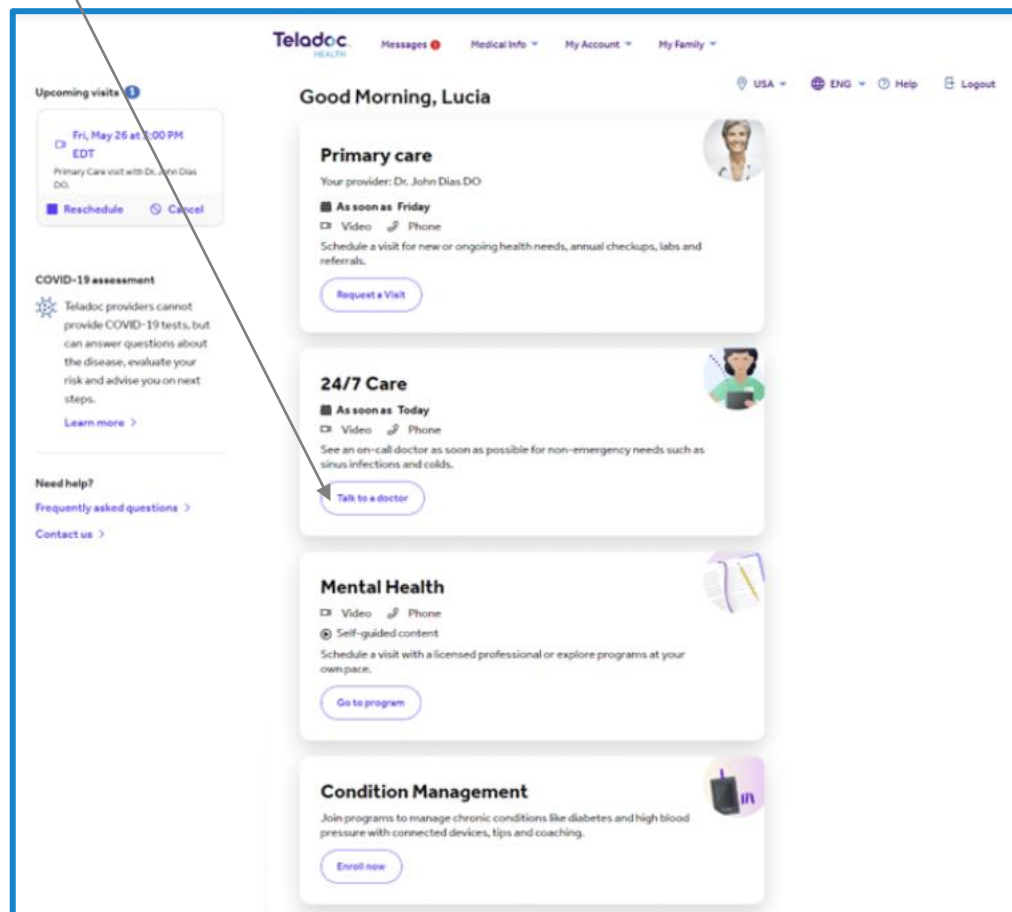


The screenshot shows the Teladoc member homepage for a user named Lucia. The interface includes a navigation bar with 'Teladoc HEALTH', 'Messages', 'Medical Info', 'My Account', and 'My Family'. There are also utility links for 'USA', 'ENG', 'Help', and 'Logout'. The main content area is titled 'Good Morning, Lucia' and features several service cards: 'Primary care' with a 'Request a Visit' button, '24/7 Care' with a 'Talk to a doctor' button, 'Mental Health' with a 'Go to program' button, and 'Condition Management' with an 'Enroll now' button. A sidebar on the left contains 'Upcoming visits' (showing a visit on Fri, May 26 at 3:00 PM EDT), a 'COVID-19 assessment' section, and 'Need help?' links for 'Frequently asked questions' and 'Contact us'.



URGENT CARE

Member clicks “Talk to a doctor” to schedule an urgent care visit.



Request a visit flow begins

Teladoc HEALTH | Get Care | Programs | Health Info | Messages | Account | Eng

Who needs help today?

Prior to this visit, please ensure [your medical history](#) is updated with the most current information.

Family members

John Crissie
You, 43 years old

[+ Add dependent](#)

If this is a medical emergency, please dial 9-1-1.

[Continue](#)

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How would you like to connect?

Phone

Video

You can join your video visit from either the Teladoc website or the mobile app.

[Continue](#)

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Current estimated wait time

10 minutes or less

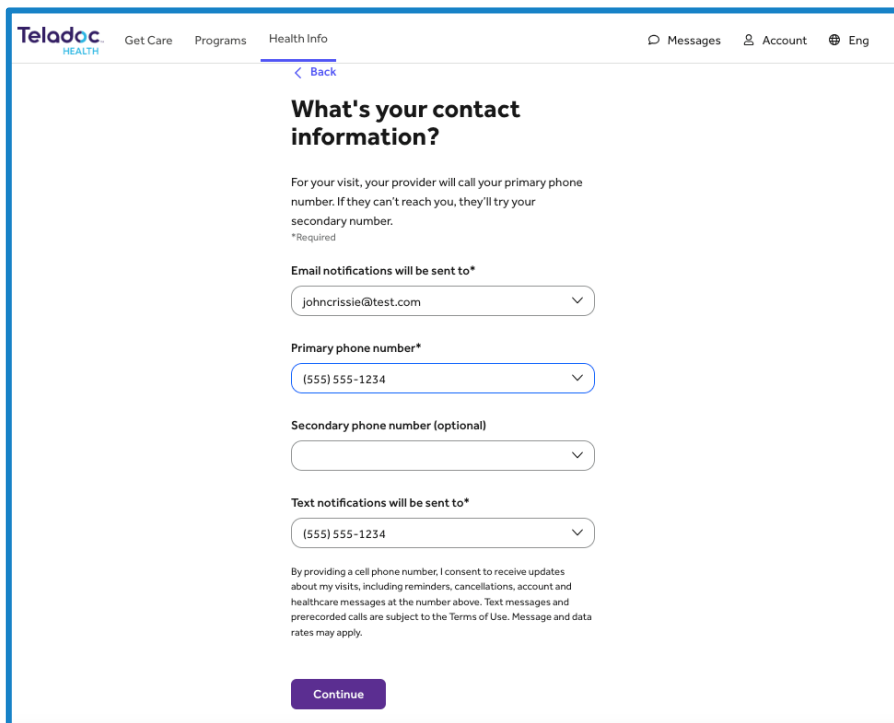
This is an estimate only. Your actual wait time may vary during peak hours.

When is a good time?
If you choose as soon as possible ("ASAP"), we will connect you with the next available provider. Or, you can schedule a visit for today or tomorrow and select a visit time between 7 am and 9 pm (local time).
*Required

Type

ASAP

[Continue](#)



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What's your contact information?

For your visit, your provider will call your primary phone number. If they can't reach you, they'll try your secondary number.
*Required

Email notifications will be sent to*

johncrissie@test.com

Primary phone number*

(555) 555-1234

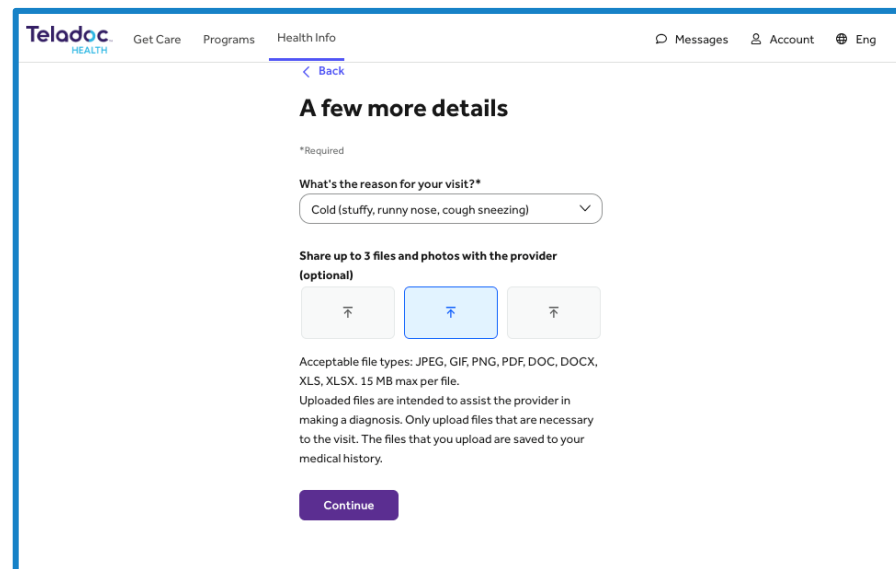
Secondary phone number (optional)

Text notifications will be sent to*

(555) 555-1234

By providing a cell phone number, I consent to receive updates about my visits, including reminders, cancellations, account and healthcare messages at the number above. Text messages and prerecorded calls are subject to the Terms of Use. Message and data rates may apply.

Continue



Teladoc HEALTH Get Care Programs Health Info Messages Account Eng

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A few more details

*Required

What's the reason for your visit?*

Cold (stuffy, runny nose, cough sneezing)

Share up to 3 files and photos with the provider (optional)

⏪ ⏩ ⏪

Acceptable file types: JPEG, GIF, PNG, PDF, DOC, DOCX, XLS, XLSX. 15 MB max per file.
Uploaded files are intended to assist the provider in making a diagnosis. Only upload files that are necessary to the visit. The files that you upload are saved to your medical history.

Continue

Request a visit flow continued

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Search for your preferred pharmacy

Search for a pharmacy in the location you'll be in for your visit in case you have a prescription ordered. We'll show you pickup and delivery options.

Search by

ZIP or postal code

ZIP or postal code

Radius

+ Add pharmacy manually

Continue

Teladoc HEALTH | Get Care | Programs | Health Info | Messages | Account | Eng

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Let's filter your search

Select how you'd like to get prescriptions.

- Free, same-day delivery
Have your prescription delivered directly to you.
- Local pickup
Pick up your prescriptions from a pharmacy near you.
- Mail-order
Find a pharmacy to mail your prescriptions to you.

Continue

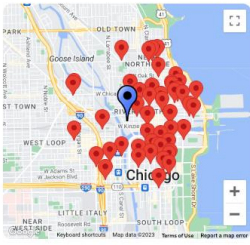
Teladoc HEALTH | Get Care | Programs | Health Info | Messages | Account | Eng

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Select a pharmacy for store pickup

We found 50 pharmacies based on your search.

Map | List



Cvs/pharmacy #0788 0.2 mi
344 West Hubbard
Chicago, IL 60654

Enter pharmacy information manually

Request a visit flow continued

Member receives confirmation of scheduled visit.

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Great! Please review your details and submit

Patient's name
John Crissie

As soon as possible
Visit type: General Medical
Method: Phone
Contact: (555) 555-1234

This visit will cost
\$0.00

Pharmacy
CVS/pharmacy #0788
344 WEST HUBBARD
CHICAGO, IL 60654
(312) 222-2574

*Required

Without virtual care, where would you have gone to seek care? *

I agree to the [Informed Consent](#) on my own behalf, or on behalf of my minor dependent, to receive care with a Teladoc Health provider. (This is needed only once per year and applies to all visits during the year!)*

I understand that I may access Teladoc's [Notice of Privacy Practices](#) and acknowledge that I have been provided access to such Notice of Privacy Practices.*

(Optional) I agree to the release of my medication history, if available, for review by a clinician or provider for this visit.

[Submit](#)

[Start Over](#)

Teladoc HEALTH Get Care Programs Health Info Messages Account Eng

Your visit is confirmed! A confirmation email has been sent to you.

The next available provider will call you at the number you provided as soon as they are available.

Please note, your provider will call from a blocked / anonymous number. To disable anonymous call blocking from a landline, dial *87 on your telephone. To disable on your cell phone, refer to your phone's setting options. If you experience any issues or need to change or cancel your visit, please call 1-800-Teladoc (800-835-2362).

A provider will call you as soon as possible.
This is an estimate only. Your actual wait time may vary during peak hours.

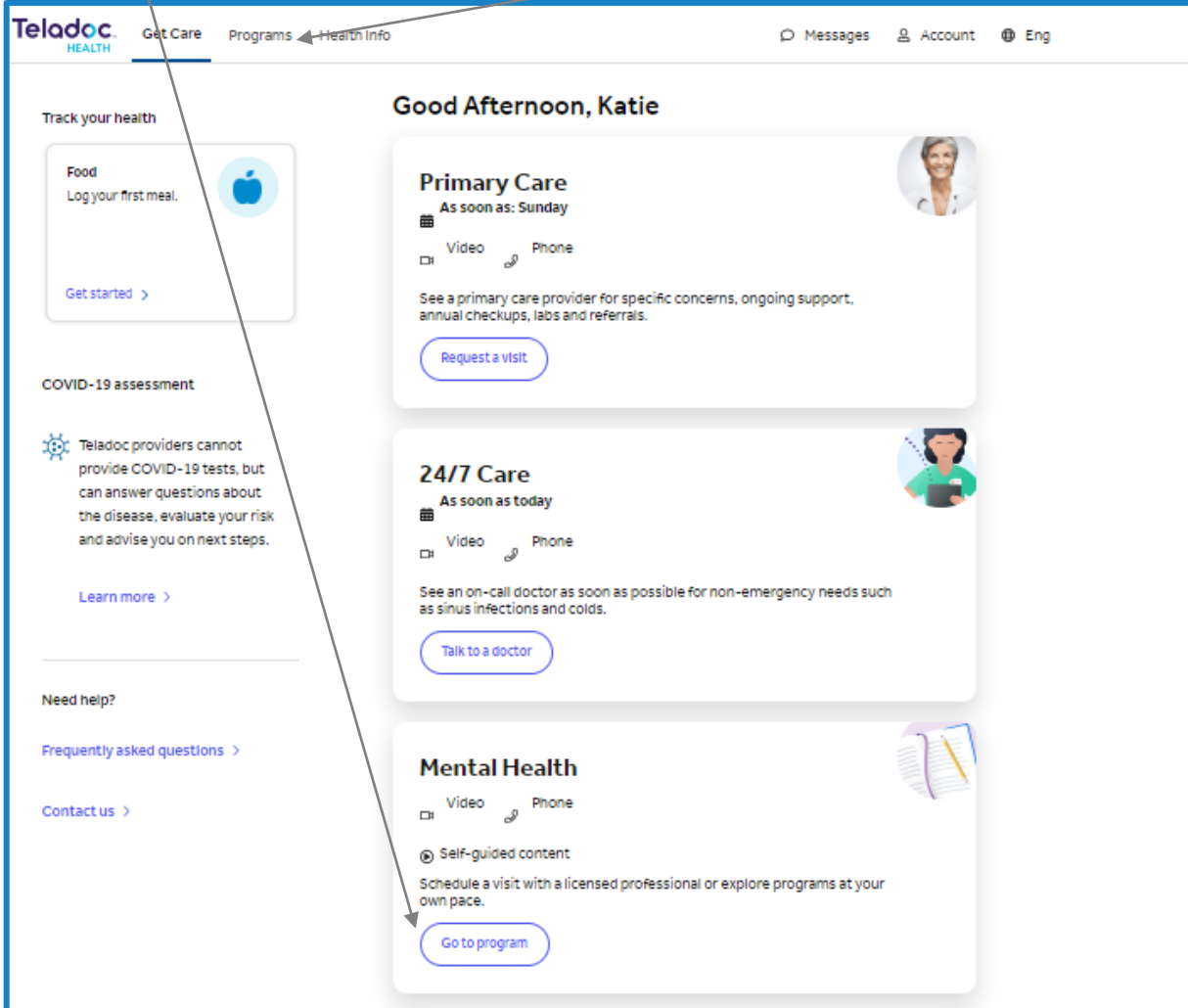
At the end of your visit, you will receive a visit summary in your message center. For a detailed copy please go to your [visit history page](#).

[Return Home](#)



MENTAL HEALTH

Member clicks “Go to program ” (“Get Started”) or “Programs” > “Mental Health.”



The screenshot shows the Teladoc Health website interface. At the top, there is a navigation bar with 'Teladoc HEALTH' on the left and 'Get Care', 'Programs', and 'Health Info' in the center. On the right side of the navigation bar are 'Messages', 'Account', and 'Eng'. Below the navigation bar, the main content area is titled 'Good Afternoon, Katie'. On the left side, there are three sections: 'Track your health' with a 'Food' card (Log your first meal, Get started >), 'COVID-19 assessment' (Learn more >), and 'Need help?' (Frequently asked questions >, Contact us >). The main content area features three cards: 'Primary Care' (As soon as Sunday, Request a visit), '24/7 Care' (As soon as today, Talk to a doctor), and 'Mental Health' (Self-guided content, Go to program). An arrow points from the text above to the 'Go to program' button in the Mental Health card.

Member clicks “Request a visit” and begins request a visit flow.

