Blue Cross Blue Shield Blue Care Network of Michigan

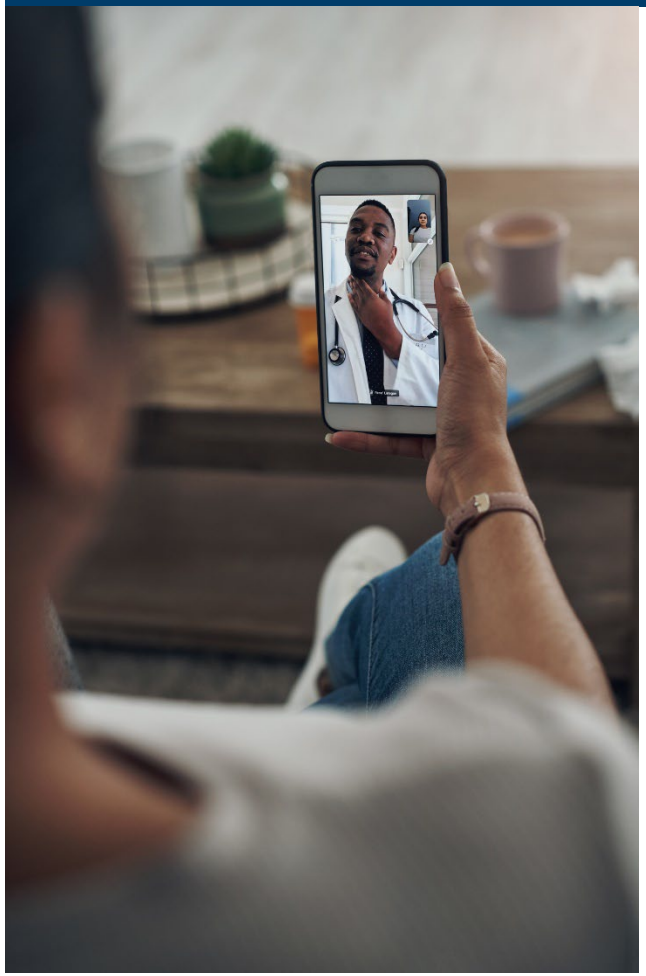
Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

Virtual Care

For virtual urgent care, mental healthcare and primary care

June 2026

CARE MANAGEMENT AND UTILIZATION MANAGEMENT



Blue Cross Blue Shield of Michigan and Blue Care Network offer care management programs and support services to members.

Care management programs provide patient support by identifying patients with health risks and working with them to improve or maintain their health, and **support services** provide support to members through their health journeys.

These programs vary based on member coverage and may be administered by Blue Cross or BCN staff or by independent companies, as specified below.

Care management and support services

- Virtual Care by Teladoc Health
- Virtual Primary Care by Teladoc Health

Keep reading to learn which members have access to or requirements under these programs. Programs may not apply to all members.

This document is subject to change. To ensure you're viewing the most up-to-date information, access this document through the Care and utilization management program: Overview for providers *link at the bottom of each page on authorizations.bcbsm.com; look in the Frequently Accessed Documents section.*

See also: Care management and utilization management programs: Overview for providers

CARE MANAGEMENT AND SUPPORT SERVICES

Virtual Care by Teladoc Health®

This support service applies to:

Blue Cross commercial | Medicare Plus Blue | BCN commercial | BCN Advantage

Through Virtual Care, eligible members and others on their health plan across all 50 states can access:

- **Virtual urgent care.** Visits are appropriate for minor illnesses, such as cold, sore throats and pink eye. Visits with U.S. board-certified doctors are available 24/7 and are available to all eligible members, regardless of age.
- **Mental health care.** Visits are private and confidential and provide ongoing support for stressful situations or issues, such as grief, anxiety and depression. Appointments are available from 7 a.m. to 9 p.m., seven days a week.
  - Mental health care is available to eligible members ages 13 and older (members ages 13 to 17 require parent or guardian consent).
  - Psychiatric care is available to eligible members ages 18 and older.

Virtual Care is accessible through the Teladoc Health mobile app or website or by phone.

Virtual Care is available to:

- Blue Cross commercial — All fully insured groups, select self-funded groups* and all members with individual coverage
- Medicare Plus Blue℠ — All groups and members with individual coverage
- BCN commercial — All fully insured groups, select self-funded groups* and all members with individual coverage
- BCN Advantage℠ — All groups and members with individual coverage

Members can call the Customer Service number on the back of their member ID card to verify eligibility.

Resources

- Finding a member's benefits for Virtual Care by Teladoc Health PDF
- Virtual Care by Teladoc Health: Frequently asked questions for providers PDF
- bcbsm.com/virtualcare
- teladochealth.com*

See also: Care management and utilization management programs: Overview for providers

CARE MANAGEMENT AND SUPPORT SERVICES

Virtual Primary Care by Teladoc Health

This support service applies to:

Blue Cross commercial

Virtual Primary Care visits are appropriate for checkups, preventive care, and diagnosing ongoing concerns and chronic conditions.

This alternative to in-person care is accessible through the Teladoc Health mobile app or website or by phone.

Virtual Primary Care is available to the following Blue Cross commercial members:

- Members with coverage through fully insured groups
- Members who have coverage through self-funded groups that purchase the benefit
- Members with individual plans

Anyone on the member's health plan who is age 18 or older can access Virtual Primary Care from within all 50 states.

Members can call the Customer Service number on the back of their member ID card or log in to their Blue Cross member account at **bcbsm.com** to see if Virtual Primary Care is included on their health plan.

Resources

Virtual Primary Care by Teladoc Health: Frequently asked questions for providers PDF

ADDITIONAL INFORMATION

About this document

This document lists coverage exceptions for major groups.

It also refers to additional resources. For resources that are publicly available, we provide direct links. To access documents that aren't publicly available, including provider manual chapters:

1. Log in to our provider portal (availity.com*).
2. Click *Payer Spaces* on the menu bar and then click the BCBSM and BCN logo.
3. Click the *Resources* tab.
4. Click *Secure Provider Resources (Blue Cross and BCN)*.

Reminder

As always, it's essential that providers check each member's eligibility and benefits prior to performing services.

Providers are responsible for identifying the need for prior authorization through our provider portal, Benefit Explainer or Provider Inquiry and for obtaining prior authorization for services, as needed.

*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

Availity® is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.

Teladoc Health® is an independent company that provides Virtual Care Solutions for Blue Cross Blue Shield of Michigan and Blue Care Network.