



Online Doctor Visits Any Day, Any Time.



What is BlueCare Anywhere?

Blue Cross Blue Shield of Arizona (BCBSAZ) members can see a board-certified doctor, counselor, or psychiatrist on a computer or mobile device using the BlueCare® Anywhere telehealth app. It's the easy way to get immediate care—any day, any time. Why wait to start feeling better? Just sign in and connect to your live video visit.

What services are offered?



MEDICAL

You don't have time to be sick. And whether you're at home, at work, or on vacation, a board-certified doctor is ready to connect with you whenever and wherever you need help. For common health issues like headaches, fevers, rashes, and stomach bugs, simply click to select a provider and start feeling better.



COUNSELING

Sometimes you just need to talk things out. When life's challenges get too heavy, a certified counselor or psychologist is a click away.* They can help you with concerns such as depression and anxiety as well as stress caused by grief, divorce, parenting challenges, job loss, and other major life changes.



PSYCHIATRY

Psychiatric care is here whenever and wherever you need it.* Connect with a board-certified psychiatrist face to face by video visit, or by phone from the privacy and comfort of your own home. Experienced psychiatrists can help you address common behavioral health challenges, and provide assessments, evaluations and treatment.



DOWNLOAD THE **BlueCare Anywhere** APP
OR VISIT **BlueCareAnywhereAZ.com** NOW.



An Independent Licensee of the Blue Cross and Blue Shield Association

*Counseling and psychiatric care are by appointment.

Quick Tips

The BlueCare Anywhere telehealth app puts you face to face with a board-certified doctor any time, night or day. These tips can help you start a visit in minutes using your computer, tablet, or smartphone.

1 Sign up to get started. It's easy!

(It's a good idea to do this *before* you need to see a doctor.)

- Download the BlueCare Anywhere mobile app or visit BlueCareAnywhereAZ.com.
- Fill in your contact information.
- Set up your username and password.
- Add your insurance, doctor, health, and payment information.
- Test your connection to make sure it works.
- You're ready to use BlueCare Anywhere!



2 Know when to use it

Visit with a doctor, counselor, or psychiatrist for help with:

- Cold, flu, fever
- Cough, bronchitis
- Diarrhea, vomiting
- Headache
- Pink eye
- Rashes
- Insomnia
- Anxiety
- Depression, and more



This is not a complete list. BlueCare Anywhere should not be used for burns, wounds, broken bones, or life-threatening conditions. In an identified or probable emergency, the virtual visit provider will direct you to seek emergency care. For more information, visit BlueCareAnywhereAZ.com.

3 See a doctor or make an appointment



- Open the app or go to BlueCareAnywhereAZ.com and sign in.
- Follow the steps to choose a doctor or make an appointment. Some doctors are available right away. Others might have a short wait time.
- You can see the fees and add or change your payment information.

If you are traveling out of state, you'll need to change your profile setting to show the state you're visiting. That way, you can choose a doctor who is licensed to practice in that state.

4 Get treated



You will see when the doctor dials into the video chat session.



You will talk with the doctor about your health concern just like during a regular office visit.



You can use the camera on your computer or mobile device to provide close-up views.



The doctor will give you treatment options and may send a prescription to the pharmacy you've selected, if needed.



Need a "sick slip" or other document to go back to work or school? The doctor can provide one as appropriate.

After your visit

You'll receive a report that you can share with your PCP or other healthcare provider. A satisfaction survey will be sent to your email. Your answers will help us make the BlueCare Anywhere app the very best it can be.



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