

What is Virtual Care?

Virtual Care connects our members to healthcare virtually through their mobile device or computer. It's a simple, affordable service that lets our members see a physician whenever, however, and wherever they want, online or by mobile app. Virtual Care offers access to medical services and behavioral health services in the United States.

How are Virtual Care services provided?

This service is provided to our members through our partnership with American Well (Amwell), which has its own network of doctors, the Online Care Group. Members can access Virtual Care through the app available on the App Store, Google Play, on virtualcarecbc.com, or from the Virtual Care page on capbluecross.com.

Most virtual visits for medical services take approximately 10 minutes—the average amount of time needed to handle most medical issues. Counseling and psychiatry visits average 45 mins. Once connected, a doctor will review health history, answer questions, and, at his or her discretion, diagnose, treat, and even prescribe medication. If a medication is prescribed, the doctor sends it straight to the member's pharmacy.

When would someone use Virtual Care services?

Virtual Care is ideal in situations such as these:

- A member feels like he or she should probably see a doctor, but can't really fit it into their over-booked schedule
- A member is flying tomorrow and can't get out of work
- It's difficult for a member to get a doctor's appointment
- The doctor's office is closed and the member doesn't want to go to an urgent care clinic or hospital
- A member just moved and doesn't know any doctors in the area
- A member is traveling in the United States and needs to see a doctor
- A member is having trouble finding a counselor or psychiatrist that fits his or her schedule, or is less than 30 minutes away

Capital BlueCross covers Virtual Care services for these common symptoms and conditions:

Medical – All Lehigh Plans	Counseling – PPO and HDHP Plans only.	Psychiatry – PPO and HDHP Plans only
<ul style="list-style-type: none">• Acute bronchitis• Acute sinusitis• Acute pharyngitis	<ul style="list-style-type: none">• Anxiety• Depression• LGBTQ counseling• OCD	<ul style="list-style-type: none">• Anorexia/bulimia• Bipolar disorder• Cognitive disorder• Insomnia

<ul style="list-style-type: none"> • Acute cystitis • Urinary tract infection • Abdominal pain • Diarrhea • Fever • Acute conjunctivitis (pink eye) • Painful urination • Influenza • Respiratory infection • Headache • Strep throat 	<ul style="list-style-type: none"> • Insomnia • Bereavement/grief • PTSD/Trauma • Panic attacks • Life transitions 	<ul style="list-style-type: none"> • Panic attacks • PTSD • Anxiety disorders • Depression • OCD
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Does my Lehigh health insurance cover using Virtual Care for behavioral health (counselors and psychologists)?

The counseling and psychology services offered via Virtual Care are only available for members currently covered under **PPO** and **HDHP** (high deductible health plan).

Lehigh employees who are in the Keystone HMO and PPO Plus plans should continue to use Integrated Behavioral Health (IBH) for their behavioral health needs. Counseling and psychological services provided in the app will NOT be covered by Keystone HMO or PPO Plus plans.

When are doctors available?

For medical visits, doctors are available 24 hours a day, 7 days a week, and 365 days a year.

For counseling and psychiatry visits, members can make an appointment online 24/7. However, appointments are generally only from 8 a.m. to 10 p.m., ET. Times may vary by time zone and location. (See previous question for additional restrictions on this coverage.)

What’s the wait time for seeing a counselor?

Counseling visits must be scheduled; however, there are times when appointments are available the same day. Most appointments should be available four days out or less.

What's the wait time for seeing a psychiatrist?

Psychiatry visits must be scheduled and depend on the location of the patient and the availability of the psychiatrist. Most appointments should be available two to three weeks out or less.

What's the difference between a counselor and psychiatrist?

A psychiatrist can prescribe medication and a counselor (or psychologist) provides talk therapy.

Will I be charged more if I see a counselor/psychiatrist on weekends, nights, or holidays?

No. The cost is the same no matter when you have a virtual visit with a counselor/psychiatrist

Who are the doctors?

Amwell's doctors are employed by Online Care Group, a physician-owned primary care practice with a national network of US-based providers. Psychiatrists are board-certified in psychiatry and neurology, and counselors are licensed masters- and doctoral-level psychologists. The providers you see are licensed to practice medicine in the state in which you are located. They are all considered in-network for Capital BlueCross as long as services rendered are covered under a member's health plan.

If I had an account on Amwell, do I have to re-register for Virtual Care?

When you sign into the Virtual Care app, your username (email address) will be preloaded. Follow the steps below to activate your Virtual Care account:

- Go to VirtualCareCBC.com or open the app.
- Click "Log in" > "Need help logging in?" > "I forgot my password"
- You will be prompted to enter your email address, last name, and date of birth. Click "Submit"
- When you receive the email from Virtual Care, select "Reset My Password"
- Enter your new password twice and click "Change Password"

What if my Primary Care Physician (PCP) offers virtual visits?

If your PCP offers virtual visits and is listed in the Capital BlueCross provider finder as an approved provider for virtual visits, then you may work with your physician to have virtual visits as medically necessary.

To be sure your physician is approved to conduct virtual visits, look for the video indicator on the provider finder:



Does all the information from my Amwell account transfer to Virtual Care?

Some information is transferred, but not all. This is to protect your privacy. Information like your visit history will remain private between you and your providers.

The following information does transfer:

- User name
- Member name
- Insurance information
- Date of birth
- Gender
- Dependent accounts

The following information will not transfer to the new account:

- Pharmacy history
- Previous visit history
- Previous medical questionnaire

How do I find Virtual Care in the app stores?

When searching for the app, search “Virtual Care.” Look for the icon below:



What happens if I accidentally go to my old Amwell app?

Members who access the old app will see prompts to use the new app. As of June 15, 2018, no appointments will be available on the old app. The platform will shut down on March 1, 2019.

Can I use other national providers for virtual visits?

Capital BlueCross has partnered with Amwell to ensure the quality and consistency of your virtual experience. If you choose to use another national provider (such as Teladoc or MD Live) you may pay out-of-pocket. You will not receive coverage from your health plan in this case.

