

# GET VIRTUAL CARE, WHENEVER AND WHEREVER

Whether you're looking for primary care, mental health care, or help with a medical question, you'll find that virtual health care providers can do a lot over your tablet, laptop, or smartphone. There's no waiting room, so it's fast, easy, and convenient.



## YOUR VIRTUAL CARE OPTIONS

### Well Connection

Get convenient medical and mental health care from licensed providers, therapists, and psychologists using your favorite device. You can use Well Connection when you need treatment for a minor illness, injury, or care for a chronic condition. You'll pay less for medical visits when you use Well Connection. Mental health care, including care for substance use disorder, is covered in full (if you're enrolled in the RCAB High Deductible Health Plan, you'll need to satisfy your deductible first). To get started, open the MyBlue app or sign in at [bluecrossma.org](https://bluecrossma.org), then click **Well Connection Video Visits** under **My Care**.

### Virtual primary care

Try innovative care that is both convenient and comprehensive through a virtual primary care provider, such as Firefly Health. You'll have access to a team of experts committed to making sure your physical and mental health care needs are met. If you need in-person care or testing, such as lab work or X-rays, a care coordinator will help you find an in-network specialist. You'll pay \$0 for services covered by a virtual primary care provider (if you're enrolled in the RCAB High Deductible Health Plan, you'll need to satisfy your deductible first). To get started, open the MyBlue app or sign in at [bluecrossma.org](https://bluecrossma.org), then click **Primary Care Options** under **My Care**.



Learn more about Firefly Health at  
[fireflyhealth.com/with/bcbsma/](https://fireflyhealth.com/with/bcbsma/)  
or scan the QR code

### Remote doctor visits

If your provider offers telehealth services, you can speak face-to-face from the comfort of your home. Your out-of-pocket cost is the same for covered services as it is for an in-office visit. Check with your provider to see if they offer virtual visits.

## Get started

For more information, sign in using the MyBlue app or at [bluecrossma.org](https://bluecrossma.org).

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).