

Virtual Visits: get care using your smart phone, tablet or computer

Care is just a few clicks away with Harvard Pilgrim



As a Harvard Pilgrim member, you are covered to receive urgent medical care and routine behavioral health care using live video on a smartphone, tablet or computer. This type of care is often called a virtual visit or telemedicine/telemental health. Visits are typically subject to the applicable outpatient office visit cost sharing based on your plan.

We offer a few different options for both urgent medical care and behavioral health.

Urgent Medical Care Options

Doctor on Demand: Using the Doctor on Demand app or website, members can receive treatment for common medical conditions such as cold & flu, asthma & allergies, bronchitis & sinus issues, upset stomach, rashes & skin issues, UTIs and eye issues. Physicians can send prescriptions directly for pick-up at your local pharmacy.* After each video visit, you can rate your experience and write a doctor review.

You can be ready for unexpected illnesses by downloading the free Doctor on Demand app from the App Store or Google Play to your mobile device now. Or create an account at www.doctorondemand.com.

Harvard Pilgrim's provider network: Some providers may offer telemedicine services to patients. We recommend that you consult with your PCP office and/or the offices of other providers you see to learn about any offerings they have.

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Virtual visits allow you to get care from where you are with just a device and an internet connection.

- ▶ Get care from licensed medical doctors, psychologists and psychiatrists
- ▶ No need to travel to an office location
- ▶ You won't need to find a babysitter
- ▶ You receive convenient and private care from your home or any location

dr. on demand

 **OPTUM™**

* Doctor on Demand physicians do not prescribe Schedule I-IV DEA controlled substances, and may elect not to treat or prescribe other medications based on what is clinically appropriate.



Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of Connecticut, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.

Behavioral Health Care Options

Optum: Optum offers a behavioral health network of approximately 4,000 contracted providers in all 50 states. Providers can evaluate and treat general mental health conditions, such as depression and anxiety. They can also provide therapy, and when appropriate prescribe medications (subject to state licensure and regulatory requirements).

You can easily access behavioral health services through the following steps:

- Log on to www.liveandworkwell.com
- Under Quick Links, select “Find a Provider.”
- Click “VIRTUAL VISITS” to find a provider licensed in the state from which the member is calling.
- After selecting a physician from the search tool, members should call the provider to schedule the first appointment.

Doctor on Demand: Doctor on Demand also offers behavioral health care. The most common conditions that Doctor on Demand treats are depression, relationship issues, workplace stress, social anxiety, addiction, trauma and loss. The service is not meant for crisis or emergency situations. Anyone experiencing a crisis or emergency should call 911 or go to the nearest emergency room.*

To get started, visit www.doctorondemand.com to set up an account, or download the app in the App Store or Google Play.



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