



## 24/7 Access to Virtual Care Online or Mobile Doctor Visits

Virtual care is not for emergencies. If you have a serious medical concern, go to the emergency room or call 911.

### Urgent or Sick Care Needs

Get care wherever you are for common medical issues by streaming a live visit directly online or on your mobile device.

#### Virtual Care providers can treat common medical issues:

|                            |                                           |
|----------------------------|-------------------------------------------|
| COVID-19                   | Pink Eye                                  |
| Sinus Pain                 | Bumps, Cuts, Scrapes                      |
| Mild Asthma                | Coughs, Sore Throat                       |
| Mild Allergic Reactions    | Eye Swelling, Irritation, Redness or Pain |
| Minor Headaches            | Minor Fevers, Colds                       |
| Burning with Urination     | Rashes, Minor Burns                       |
| Cold Sores                 | Sprains, Strains                          |
| Nausea, Vomiting, Diarrhea |                                           |

### Why Use Virtual Care?

- Short wait times
- Meet with licensed, U.S. board-certified physicians and behavioral healthcare providers
- Feel safe with private, secure, HIPAA-compliant tool
- Rest assured if you are traveling and need care quick
- Works with your device's camera
- Get the care you need – including some prescriptions\*
- Save on drive time
- May cost less than going to the emergency room

### Behavioral Healthcare

Find behavioral therapy\*\* and medication support by scheduling your session with a psychologist or counselor.

#### Behavioral healthcare services treat:

Anxiety  
Bereavement/Grief  
Bipolar Disorder  
Depression  
OCD  
PTSD/Trauma  
Panic Attack

### From the MyBlueKC mobile app:

**Step 1:** Tap **Virtual Care** and log in or create an account

**Step 2:** Select visit type

**Step 3:** Complete the questionnaire and choose an available provider

**Step 4:** Start or schedule your visit

OR

### From MyBlueKC.com:

**Step 1:** In the main menu, click **Find Care > Virtual Care**

**Step 2:** Select either **24/7 Sick Care** or **Behavioral Health**

**Step 3:** Log in or create an account

**Step 4:** Complete the questionnaire and choose an available provider

**Step 5:** Start or schedule your visit

If this is your first time logging into MyBlueKC, be sure to have your Blue KC member ID card handy.

### Access 24/7 Virtual Care:

Visit [MyBlueKC.com](https://www.mybluekc.com) or download the **MyBlueKC** mobile app. Have your Blue KC member ID card handy.



MyBlueKC.com



MyBlueKC mobile app

Scheduled virtual care appointments may be subject to a no show or late cancellation fee.

\* Blue KC does not guarantee a prescription will be written. \*\* Affordable visits based on your plan's benefits. Costs can vary for behavioral healthcare provider type.

For costs and further details of the coverage, including exclusions, any reductions or limitations and the terms under which the policy may be continued in force, see your insurance producer or write Blue KC.

**NOTE:** The Member Guide provides a general overview of services and benefits that may be included in some Blue KC health plans. Because coverage details can vary, we encourage you to review your specific plan documents for accurate information. For details about your coverage, please refer to your Summary of Benefits and Coverage (SBC) by visiting [MyBlueKC.com](https://www.mybluekc.com) and clicking on **Plan Benefits**.