



BlueCross BlueShield of Texas



With Telehealth, the Doctor is In— Your Phone or Computer

In these challenging times, the simple act of leaving home to go to a doctor's appointment can feel like running an obstacle course. As a Blue Cross and Blue Shield of Texas (BCBSTX) member, you can get care from the safety and comfort of home with telehealth.

What is telehealth?

Telehealth allows you to consult with your doctor by telephone or secure video. Doctors can evaluate, diagnose and treat you remotely without the need to travel to the doctor's office. Doctors are even able to send e-prescriptions to your local pharmacy.

How do I access telehealth?

Contact your provider's office to find out whether video or telephone consultations are available. They will schedule an appointment and answer any questions you may have in advance.

How much does telehealth cost?

Your cost may vary depending on your health plan, but your provider should be able to tell you in advance how much you will be expected to pay before your consultation.

What if my provider does not offer telehealth?

You still have options. BCBSTX also offers Virtual Visits, a separate benefit that provides online and telephone consultations. Visit [bcbstx.com](https://www.bcbstx.com) and follow the Find a Doctor or Hospital tab to learn more.

Call your BCBSTX network provider and ask whether they provide consultations via telephone or secure video.

Telehealth may not be offered by all in-network providers. Telehealth consultations with out-of-network providers may be available at a the standard out-of-network provider visit rate.

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