
Your employees need healthcare 24/7. And, if the doctor’s office can’t see them, they will look for care alternatives and may end up in urgent care or the emergency room. Beginning July 1, 2019, employees on your fully insured health plan have access to medical help on their smartphones or computers. It’s called virtual health, and it means expert medical care — and even medicine — are at their fingertips.

Easy to sign up, simple to use
Virtual health is user-friendly. Employees simply go to MyVirtualHealth.com and follow the simple instructions.

(Note: Employees must be registered for My Blueprint, our member portal, to sign up for virtual health. They can do both at MyVirtualHealth.com.)

Virtual health (powered by MDLIVE):
- Allows covered employees and their dependents to see a physician after hours or away from home
- Boasts an average wait time of less than 10 minutes
- Features 24/7/365 availability of state-licensed, board-certified physicians (including pediatricians)

Virtual health visits are treated the same as an office visit — normal copayments, coinsurance and deductibles apply. Members simply pay online at the time of service.

What can virtual health be used for?
Virtual health is intended for nonemergency conditions such as:

- Allergies
- Common cold
- Constipation
- Cough
- Diarrhea
- Ear problems
- Fever
- Flu
- Headache
- Insect bites
- Nausea
- Pink eye
- Rash
- Respiratory problems
- Sore throat
- Urinary problems
- Vomiting
- And more …

If an employee has a broken bone, excessive bleeding, dangerously high fever, a bad burn, symptoms of heart attack or stroke, etc., he/she should visit the nearest ER as soon as possible.

Questions? Talk to your Arkansas Blue Cross and Blue Shield representative or agent to learn more about engaging your employees in virtual health. And encourage your employees to visit MyVirtualHealth.com to sign up for virtual health to access care. Anytime. Anywhere.