

A DOCTOR WITH YOU ANYTIME



When you're not feeling well, you want the quickest path to care. With BlueCross BlueShield of Western New York's Telemedicine hosted by Doctor On Demand®, you can see a doctor 24/7 using your mobile device or computer. Telemedicine is ideal for urgent, but nonemergency, medical issues.



Convenient

Avoid spending time in waiting rooms. Telemedicine doctors are available within minutes or by appointment. You're able to talk with a doctor from the comfort of your own home, at your work place, or while traveling.



Cost savings

Telemedicine is an extension of our network — a typical visit is lower than urgent care and emergency room costs.



What's treated?

Medical care:

- Allergies
- Bronchitis and pneumonia
- Colds, coughs, congestion

Doctors will review symptoms and medications, perform an exam, and recommend a treatment plan.

Mental health:

- Anxiety
- Depression
- Trauma and loss

Therapists provide a safe, confidential space for you to get the treatment you need. An appointment is needed for these services.



How to get started

Go to [doctorondemand.com](https://www.doctorondemand.com) or download the Doctor On Demand app from the App Store or Google Play.

Call 1-800-997-6196 for Doctor On Demand support.



Visit [bcbswny.com](https://www.bcbswny.com) for more information and a full list of covered services.



**BlueCross BlueShield
of Western New York**

**LIVE
FEARLESS**

Children under the age of 18 cannot create an account. The parent/guardian and child attend the consultation together. Telemedicine hosted by Doctor On Demand visits will be covered at the same benefit level as a primary care physician visit for most of our plans; please check your plan's specific cost-share. BlueCross BlueShield of Western New York is a division of HealthNow New York Inc., an independent licensee of the Blue Cross and Blue Shield Association. Doctor On Demand® is a separate company that provides telemedicine services to BlueCross BlueShield of Western New York members. BlueCross BlueShield of Western New York complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-544-2583 (TTY 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-544-2583 (TTY 711).