

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

# "It's convenient to get care without leaving the house."

We all have minor illnesses and accidents. There are times when a PCP visit isn't available and we need care right away, but it's not life threatening. Visiting the ER can be time consuming and expensive.

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**56%** OF ALL ER VISITS ARE AVOIDABLE, ACCORDING  
TO NEHI, THE NEW ENGLAND HEALTH INSTITUTE

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Harvard Pilgrim offers a variety of options for you to get care in a different setting than the ER\*, no matter where you live or work, that can save you time and money.

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

\*If you are experiencing a life-threatening emergency such as choking, severe head trauma, loss of consciousness, heart attack or stroke, call 911 or go to the nearest ER immediately.





The individual shown is representative only. The comment is a composite of sentiments often expressed by our members.


FORM NO: NH\_CC7049\_0620


**Learn about our options for both  
urgent medical care and behavioral health.**

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

 You won't need to find a babysitter

 No need to travel to an office location

 You receive convenient and private care from your home or any location



## 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.<sup>1</sup> After each video visit, you can rate your experience and write a doctor review. Urgent care virtual visits are available to Harvard Pilgrim members traveling internationally.<sup>2</sup>

### 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.

## Connect with Doctor On Demand providers

Download the free Doctor On Demand app or create an account at [doctorondemand.com](https://doctorondemand.com).



These images are of actors who portray a dramatization of a Doctor On Demand virtual visit.

<sup>1</sup> 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.

<sup>2</sup> This excludes U.S. territories (Puerto Rico, Guam, U.S. Virgin Islands) and certain other countries (e.g., nations on the U.S. Sanctions List). Physicians will not order prescriptions for patients calling from outside the U.S.

## 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).

**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, download the free Doctor On Demand app or create an account at [doctorondemand.com](https://doctorondemand.com).

## Easily access behavioral health services

- 1 Go to [harvardpilgrim.org](https://harvardpilgrim.org) and click **"Find a provider"** at the top of the page
- 2 If you have created a Harvard Pilgrim member account, click **"Login to search,"** or click **"Select a plan"** and then the link for your plan.
- 3 Click **"Behavioral Health"** on the right.
- 4 Choose your Behavioral Health provider type, then **"Virtual Visits/Telemedicine"** on the left.

### Filter Your Results

#### Virtual Visits/Telemedicine

- Show only those offering Virtual Visits/Telemedicine (119)

APPLY



Doctor On Demand and Optum are not affiliated with Harvard Pilgrim Health Care; however, they offer participating Harvard Pilgrim Health Care network providers.

**Finding care is just  
a few clicks away  
with Harvard Pilgrim.**



**Harvard Pilgrim  
Health Care**

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.

**93 Worcester Street, Wellesley, MA 02481**

**[harvardpilgrim.org](http://harvardpilgrim.org) | (800) 848-9995**