



## The convenience of telemedicine

Telemedicine services from Doctor On Demand® by Included Health allows you to see a doctor 24/7, anywhere in the U.S., using your mobile device or computer. Connect through live camera to a board-certified physician who can review symptoms and medications, perform an exam, recommend a treatment plan, and prescribe medication if necessary.

Visit [doctorondemand.com/what-we-treat-all](https://doctorondemand.com/what-we-treat-all) for a full list of treatable conditions.

Get the app today so it's there when you need it!



Download the app from the App Store or Google Play and create your account.



Add your insurance coverage by searching "Highmark Blue Cross Blue Shield of Western New York."

Once you create your account, you'll see your Doctor On Demand copay amount.

Or Visit [www.doctorondemand.com/HighmarkBCBSWNY](https://www.doctorondemand.com/HighmarkBCBSWNY)

If you used Doctor On Demand in 2022, you will need to update your information for 2023 once you receive your new ID card:

- Log into your account and click on the gear icon in the top right corner.
- Click on 'Insurance'
- Click on your Name/insurance designation from the list
- Click 'Update Insurance'
- The next screen will state 'Do you want to change it?,' click 'Yes, Update Insurance'
- Next, type 'Highmark BlueCross BlueShield of Western New York' in the search box and select it
- Enter your member ID and group number and click submit