



Harvard Pilgrim
Health Care

"It's convenient to get care without having to leave the house."

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

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

We offer a few different options for both urgent medical care and behavioral health.

Read on for more details.



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

FORM NO: NH_CC7049_1018

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.* After each video visit, you can rate your experience and write a doctor review.

You can be ready for unexpected illnesses by downloading the free Doctor on Demand app from the App Store or Google Play to your mobile device now. Or create an account at www.doctorondemand.com.

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

- 1 Go to harvardpilgrim.org and click "Find a provider" at the top of the page
- 2 Choose your plan
- 3 Click "Doctor on Demand Urgent Care and Behavioral Health Virtual Visits"

SEARCH BY PROVIDER TYPE

Primary Care Providers (PCP)
Specialists
Behavioral Health Providers
Hospitals
Other Care Providers

Pediatric Dental

USE THE FOLLOWING LINKS TO LOCATE VIRTUAL VISIT PROVIDERS

▶ [Doctor on Demand Urgent Care and Behavioral Health Virtual Visits](#)
[Behavioral Health Virtual Visits](#)

SEARCH BY SPECIALTY

Internal Medicine
Family Practice
Pediatrics
OB/GYN
Dermatology
Ophthalmology
Optometry
Physical Therapy
Psychiatry
Psychology
Surgery

* 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.

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, visit www.doctorondemand.com to set up an account, or download the app in the App Store or Google Play.

* 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.

Easily access behavioral health services

- 1 Go to harvardpilgrim.org and click "Find a provider" at the top of the page
- 2 Choose your plan
- 3 Click "Behavioral Health Virtual Visits"

SEARCH BY PROVIDER TYPE	SEARCH BY SPECIALTY
Primary Care Providers (PCP)	Internal Medicine
Specialists	Family Practice
Behavioral Health Providers	Pediatrics
Hospitals	OB/GYN
Other Care Providers	Dermatology
	Ophthalmology
Pediatric Dental	Optometry
USE THE FOLLOWING LINKS TO LOCATE VIRTUAL VISIT PROVIDERS	Physical Therapy
Doctor on Demand Urgent Care and Behavioral Health Virtual Visits	Psychiatry
Behavioral Health Virtual Visits	Psychology
	Surgery



**Care is just a few
clicks away with
Harvard Pilgrim.**



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.

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