



Virtual care

See a provider 24/7, including weekends and holidays.

If you are unable to meet with your provider or therapist virtually, you have options. Our virtual care services can connect you with a licensed provider or therapist to receive a diagnosis and treatment plan, including prescription medications. Following your visit, the virtual care provider can send an after-visit summary to your primary care physician.

When should I use virtual care?

Virtual care is perfect for treating non-emergency issues such as:

- Allergies, bites and stings
- Diarrhea, nausea and vomiting
- Fever, headache and sore throat
- Addiction, anxiety and depression
- Cold, cough and flu
- And more



Prescribed a medication?

It'll be sent to your preferred pharmacy.

How do I get started?

Log into your member account at member.priorityhealth.com or in the Priority Health app. Under the **Find care** menu, click on **Find virtual care**. Then click on the appropriate **Get started** button.



Currently in Michigan?

Select **Spectrum Health App** or visit mychart.spectrumhealth.org for medical care. Select **Behavioral Health** or **MDLive*** for mental health and substance use care.



Currently traveling or living outside of Michigan?

Select **MDLive*** for medical, mental health and substance use care. You can also download the MDLIVE app or call 800.400.6354. Make sure to have your Priority Health member ID card ready.

*Available to most members with an employer-sponsored, MyPriority, or Priority/Medicare health plan. MDLive is not available for members with a Medicaid health plan. Medicaid members must try to consult their provider or therapist when seeking virtual care outside of Michigan.

Priority Health 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 en su idioma. Consulte al número de Servicio al Cliente que está en la parte de atrás de su tarjeta de identificación de miembro. (TTY: 711).

ملاحظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. يرجى الاتصال برقم خدمة العملاء على الجانب الخلفي من بطاقة عضويتك الشخصية. (رقم هاتف الصم والبكم: 711).