



WE OFFER ONLINE VISITS

Whether you're traveling, feeling under the weather, or pressed for time and money, we understand that it's not always easy to get to our office. We also understand that privacy and confidentiality are important.

Now you can get high-quality behavioral health care from the convenience of your home or any other convenient and private location, thanks to our Virtual Behavioral Health capabilities.

Virtual Behavioral Health offers you a convenient alternative to coming into our office. You can now visit your therapist online and get the same patient-focused care you receive in the office.

HOW VIRTUAL VISITS ARE COVERED

When you're a Highmark member, our virtual behavioral health service is covered as an outpatient behavioral health visit, as long as your plan includes outpatient mental health benefits.

If your plan covers virtual behavioral health services, the member cost sharing will be the same as if the service were a face-to-face visit. Please check with your mental health benefits carrier to see if such visits are covered.

Be sure to refer to your plan's Summary of Benefits or call the Member Service number on your member ID card to confirm coverage details and cost-sharing.

NOTE: This service is not available to Medicare Advantage members.

HOW TO GET STARTED

NOTE: You need access to both the audio and video streaming technology that we use. We recommend that you choose a location that's private and away from any distractions to have your virtual session.

Highmark supports the highest standards to protect the confidentiality of our members' information but there may be risks in passing personal health information virtually. Highmark is not responsible for the security of virtual visits, and does not validate the safeguards of any of the equipment and software used on either side of the virtual transmittal.