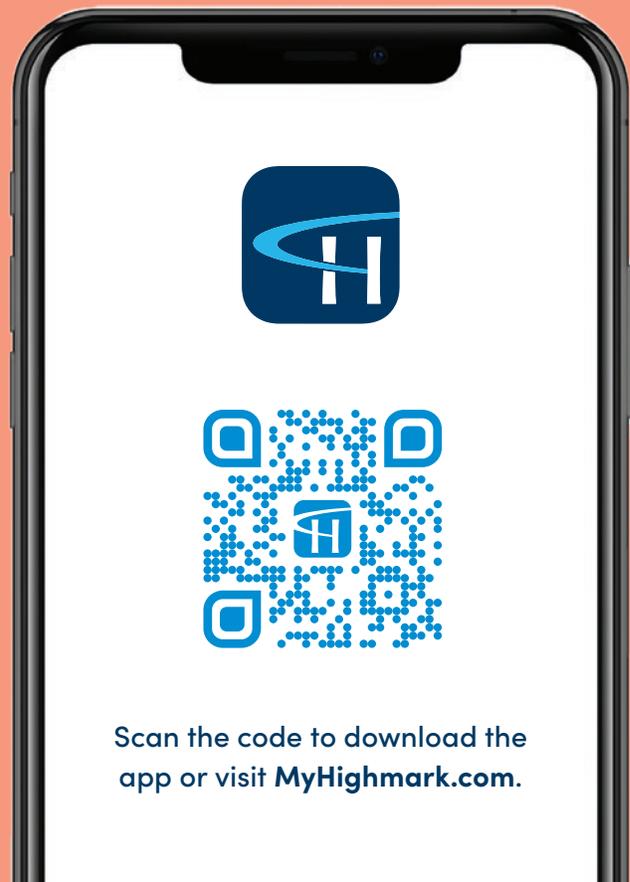# Not feeling up to leaving your couch?

My Highmark brings together everything you need to manage your health — all in one place. You can:

- Access your virtual member ID card, manage your costs, and search for care.

- Receive personalized recommendations for health programs.

- Find virtual health tools and activities to help you reach your goals.

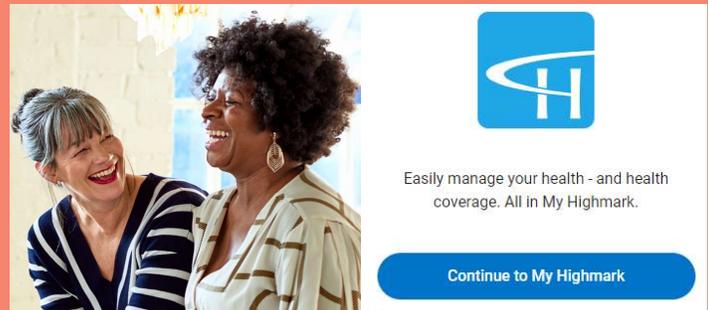**Download the My Highmark app or visit MyHighmark.com today.**

HIGHMARK ®

Because Life.™

Schedule a virtual health visit with My Highmark.

Scan the code to download the app or visit **MyHighmark.com.**

(1) Visit MyHighmark.com or download the My Highmark app.

Easily manage your health - and health coverage. All in My Highmark.
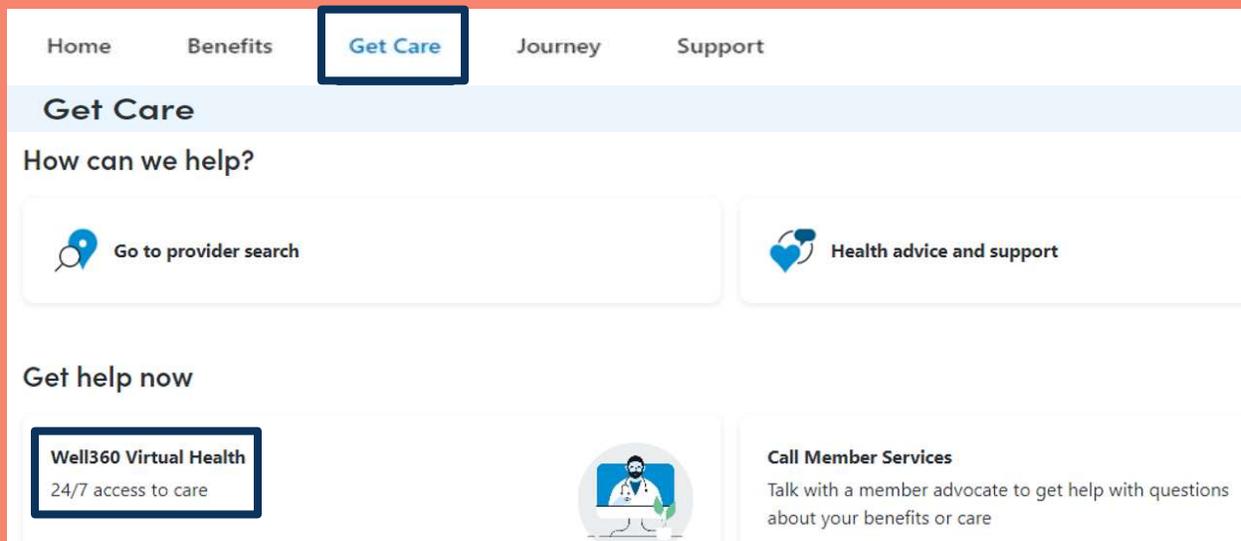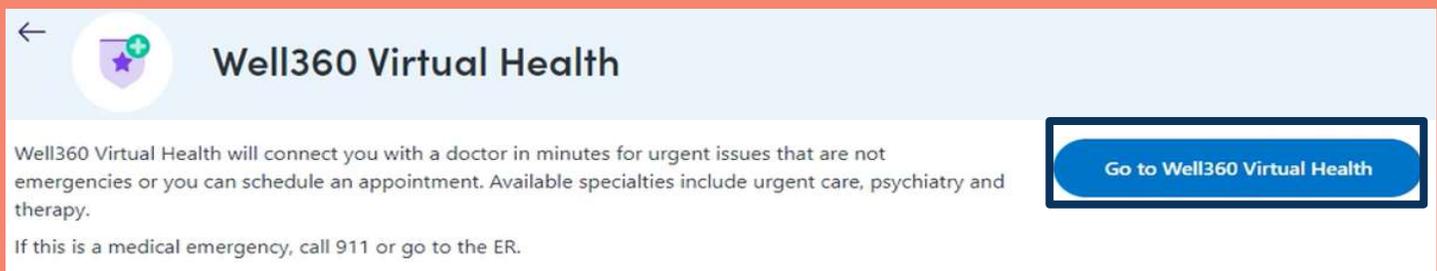
Continue to My Highmark

(2) Log in using your credentials. If you are unsure of your credentials, click on "Forgot username?" or "Forgot password or unlock your account?"

Log in

Username

Password

Log in

Register

Forgot username?

Forgot password or unlock your account?

(3) When logged in, click on "Get Care" at the top of the home page. Select "Well360Virtual Health" to access the virtual health benefit.

Home   Benefits   Get Care   Journey   Support

Get Care

How can we help?

Go to provider search

Health advice and support

Get help now

Well360 Virtual Health
24/7 access to care

Call Member Services
Talk with a member advocate to get help with questions about your benefits or care

(4) Click on "Go to Well360 Virtual Health" and/or...

Well360 Virtual Health

Well360 Virtual Health will connect you with a doctor in minutes for urgent issues that are not emergencies or you can schedule an appointment. Available specialties include urgent care, psychiatry and therapy.

If this is a medical emergency, call 911 or go to the ER.

Go to Well360 Virtual Health

"Get Virtual Care"

Well360 Virtual Health

What is Well360 Virtual Health?

Well360 Virtual Health allows you to get care from board-certified doctors and specialists at a time that works for your schedule. Bring the care to you with Well360 Virtual Health.

Virtual services include:

Appointments are available for:

- 24/7 urgent care for common injuries and illnesses that can be treated from home
- Scheduled therapy and psychiatry appointments for your behavioral health needs
- Additional virtual options that may be available based on your health plan.

Please note this platform is not intended for emergency care. If you are experiencing a medical emergency, please call 911 or go to the nearest emergency center.

If you need help accessing Well360 Virtual Health, please call the member services phone number on the back of your ID card.

Well360 Virtual Health is offered by your health plan and powered by Amwell. Amwell is an independent company that provides telemedicine services and does not provide Blue Cross and/or Blue Shield products or services. Amwell is solely responsible for their telemedicine services. The above link will bring you to a third-party website, owned and operated by an independent party over which your health plan and its parent company has no control. Any use of the third-party website and any information you provide will be subject to and governed by the terms of the third-party website, including those relating to confidentiality, data privacy and security.

Get Virtual Care

(5) Next, accept the terms and conditions. You will then click on "set up new visit".

HELLO — Hi! — WELCOME

Let's get started, member!

To request care for member, tap the button below.

Set Up New Visit

(6) Follow the steps to finish setting up your virtual health visit. If you have any questions, please call the Member Services phone number on the back of your Highmark ID card.