

## Virtual Visits and 24/7 Online Care

### **Virtual 24/7 Immediate Appointments** *designed for after hours and weekends*

Introducing 24/7 Online Care. This option will provide easy access for immediate care and allow member access to a local health care professional. This service is being provided at NO COST for FOP members.

When the 24/7 Online Care option is selected from the FOP microsite or member portal, the member will be asked to choose which health system they prefer for their care, Ascension St. John or Saint Francis Health System. Once a selection is made, their online visit will begin with a health care professional.

### **Virtual Scheduled Appointments** *designed to replace in person visits during business hours*

Traditional virtual care with your network PCP or Specialist is still available through the provider's online patient portal. Members can initiate an online appointment with their provider of choice. PCP virtual visits are at NO COST for FOP members. Specialist virtual visits remain at the \$40 Specialist copay.

Members should contact their physician's office for guidance in using virtual visit services through a patient portal.

If you have questions, please contact Customer Service at **(918) 594-5201**.

