

# BasiCare Plus®

**Welcome to your BasiCare Plus® telemedicine.** This service allows you and your family to speak with a doctor for free, 24/7. Doctors can prescribe prescriptions and will do so to your preferred pharmacy. This service is for non-emergency use and is designed for common illness, not chronic issues.

Doctors are board certified and licensed in your state.

**IMPORTANT:** This letter contains important information about activating and using your services. Please keep this letter for reference. For

**A NOTE ABOUT DEPENDENTS:** You may add up to eight dependents to your service. You will need to add them to your physician service when activating your account (see the Physician Service section below). A dependent is someone in your direct care that is under the age of 26. One adult of any age can be added as spouse. You can add minor dependents (under age 18) on your own but when adding adults you will give basic information only. Once you have provided the adult dependent information, that dependent will need to complete their own activation.

**Physician service:** We provide your free doctor visits through the Recuro® network. To use your telemedicine, you must first activate service through one of the options below. During activation, you will be asked to provide medical information and information about your dependents during this process. Your benefit includes up to eight dependents (see *Dependent Instructions* above). If you have already activated your service, you will not need to repeat this step.

There are three options for activating and using your physician benefit:

1. Visit [www.247doctornow.com](http://www.247doctornow.com)
2. Call 888-241-4302
3. Download the Recuro Care® app for your smartphone

**Telemedicine is NOT appropriate for chronic or emergency issues** such as chest pain, stroke symptoms, high blood pressure, diabetes, and heart disease. ALL chronic or emergency issues should be handled by your physician or the local Emergency Room. Use your telemedicine service for common occasional illness. Our physicians have provided consultations on the following and more:

**Common Doctor Consultations:** Aches, allergy, asthma, bronchial, cold, earache, flu, cough, sinus infections, sore throat, croup, diarrhea, itching/red/sore eyes, fever, headache, infection, intestinal cramping, pain, nausea, vomiting, strep throat, tonsillitis, urinary tract infection, viral infection, bee sting, insect bites, muscle spasm, rash, yeast infection, swelling, cold sores, eczema, poison ivy/oak/sumac, hay fever, and more...