

Care – when  
and where you  
need it – just  
got easier.<sup>1</sup>

## Introducing Virtual Visits

Powered by  
**MDLIVE**<sup>®</sup>



### Convenient

Access where mobile app, online video or telephone is available<sup>1</sup>



### Professional

Board-certified doctors, prescriptions sent electronically to your pharmacy of choice<sup>1</sup>



### Cost effective

Potential to avoid high-cost urgent care and emergency room visits<sup>2</sup>

**Virtual visits provide a live consultation between you and an MDLIVE doctor for many nonemergency medical and behavioral health needs.**

The Virtual Visits program offers you:

- Convenience, with MDLIVE doctors available 24/7
- Seamless access to the Virtual Visits portal from Blue Access for Members<sup>SM</sup>

**For more information, call 888-676-4204 or visit [MDLIVE.com/bcsil](https://MDLIVE.com/bcsil).**

<sup>1</sup>Internet/Wi-Fi connection is needed for computer access. Data charges may apply. Check your cellular data or internet service provider's plan for details. Non-emergency medical service in Idaho, Montana and New Mexico is limited to interactive audio/video (video only), along with the ability to prescribe. Non-emergency medical service in Arkansas is limited to interactive audio/video (video only) for initial consultation, along with the ability to prescribe. Behavioral health service is limited to interactive audio/video (video only), along with the ability to prescribe in all states. Service availability depends on location at the time of consultation.

<sup>2</sup>In the event of an emergency, this service should not take place of an emergency room or urgent care center. MDLIVE doctors do not take the place of your primary care doctor. Proper diagnosis should come from your doctor, and medical advice is always between you and your doctor.

Virtual visits, powered by MDLIVE, may not be available on all plans. Virtual visits are subject to the terms and conditions of your benefit plan, including benefits, limitations, and exclusions. MDLIVE operates subject to state regulations and may not be available in certain states. MDLIVE is not an insurance product or a prescription fulfillment warehouse. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services.

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Blue Cross and Blue Shield of Illinois complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, or gender identity.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, moesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-710-6984 (TTY: 711).