

Care – when
and where you
need it – just
got easier.¹

Introducing Virtual Visits

Powered by
MDLIVE[®]



Convenient

Access where mobile
app, online video or
telephone is available¹



Professional

Board-certified doctors,
prescriptions sent electronically
to your pharmacy of choice¹



Cost effective

Potential to avoid
high-cost urgent care and
emergency room visits²

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 MembersSM

For more information, call 888-676-4204 or visit MDLIVE.com/bcbsil.

¹Internet/Wi-Fi connection is needed for computer access. Data charges may apply when using a tablet or smartphone. Check phone carrier's plan for details. Video on-demand consultations for behavioral health are available by appointment. Service is limited to interactive-audio/video (video only), along with the ability to prescribe, when clinically appropriate, in Montana, New Mexico and Oklahoma. Service availability depends on member's location.

²In 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.

MDLIVE is not an insurance product nor a prescription fulfillment warehouse. MDLIVE operates subject to state regulations and may not be available in certain states. 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.

MDLIVE, an independent company, provides virtual visit services for Blue Cross and Blue Shield of Illinois. MDLIVE operates and administers the Virtual Visit program and is solely responsible for its operations and that of its contracted providers.

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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).