

Virtual Visits

Speak with a doctor — anytime, anywhere

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

Virtual visits offers you:

- Convenience, with MDLIVE doctors available after the Student Health Center closes*
- Seamless access to the virtual visits portal from Blue Access for MembersSM

Virtual visits doctors can treat a variety of health conditions, including:

- Allergies
- Asthma
- Cold/flu
- Ear problems
- Fever
- Nausea
- Pink eye
- Rash
- Sinus infections

Powered by
MDLIVE[®]

Talk therapy

With a virtual visits appointment, you can speak with a licensed counselor, therapist or psychiatrist for support. You can choose who you want to work with for issues such as anxiety, depression, trauma and loss or relationship problems.

Activate your account or schedule a virtual visit

- Go to Blue Access for MembersSM or MDLIVE.com/bcbsil.
- Download the MDLIVE app from Apple's App StoreSM or Google PlayTM.
- Call MDLIVE at **888-676-4204**.
- Text **BCBSIL** to **635-483**. (MDLIVE's online assistant Sophie will help you activate your account.)



Get connected today!

To register, you'll need to provide your BCBSIL member ID number.

* Student Health Center hours vary by school. Check with your school for hours of operation.

Virtual visits may not be available on all plans. Non-emergency medical service in Idaho, Montana and New Mexico is limited to interactive audio/video (video only). Non-emergency medical service in Arkansas is limited to interactive audio/video (video only) for initial consultation.

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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, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-710-6984 (TTY: 711).