

# 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 24/7
- Seamless access to the virtual visits portal from Blue Access for Members<sup>SM</sup>

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

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

Powered by  
**MDLIVE**<sup>®</sup>

## 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 Members<sup>SM</sup> or [MDLIVE.com/bcbsil](https://MDLIVE.com/bcbsil).
- Download the MDLIVE app from Apple's App Store<sup>SM</sup> or Google Play<sup>TM</sup>.
- 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.**

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).