

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 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

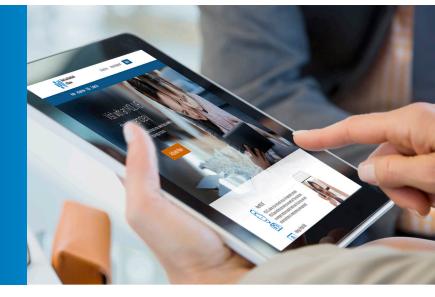


Talk therapy

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[™] or MDLIVE.com/bcbsil.
- Download the MDLIVE app from Apple's App StoreSM or Google Play[™].
- 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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UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpiatnej pomocy językowej. Zadzwoń pod numer 1-855-710-6984 (TTY: 711).