BlueCross BlueShield of Illinois

With Virtual Visits from MDLIVE®, the doctor is always in.

MDLIVE is a convenient service that gives you access to 24/7 non-emergency care from a doctor or therapist on the phone, through online video or via the MDLIVE mobile app. Board-certified doctors and therapists can treat more than 80 health conditions and can send e-prescriptions to your local pharmacy. Get the help you need, when you need it — no matter where you are.

Powered by MDLIVE®

Why MDLIVE?

- 24/7 access to an independently contracted, board-certified doctor or therapist.
- Access via phone, online video or mobile app from almost anywhere.
- Average wait time of less than 20 minutes.
- Get care from anywhere — even if you are in an area that is out of your plan's network or far from a doctor's office.
- Doctors can send e-prescriptions to your local pharmacy.
- Skip expensive ER bills and waiting to see a doctor. You can speak with a Virtual Visits doctor within minutes.
- Services are available in both English and Spanish with translation services available for other languages.

Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation,
a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

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With MDLIVE, you can get help with a variety of health concerns right from your phone or computer.

Urgent Care (Virtual Visits)

Find urgent care for non-emergency medical conditions like sore throat, cold/flu, pink eye, sinus infections, headaches, nausea.

Primary Care*

When you choose MDLIVE as your PCP, you can have annual checkups and routine care covered by MDLIVE. They can also write and send prescriptions (when appropriate) to a nearby pharmacy.

Behavioral Therapy

Schedule an appointment to receive online counseling for emotional and mental health concerns like anxiety, stress management, and more. You can also schedule pediatric behavioral health and psychiatrist appointments for medication management when you make an appointment with a certified therapist through MDLIVE.

Dermatology

Meet virtually with board certified dermatologists and get help with skin conditions such as rashes, acne, hair, nails, suspicious moles, dermatitis and more. Available by appointment only.

Activate your Virtual Visits account today:

- Phone: 1-888-921-0309
- TTY: 1-800-770-5531
- Download the MDLIVE app
- Visit our **website**

Scan this QR code to visit https://www.bcbsil.com/find-care/providers-in-your-network/virtual-visit

* HMO members: please review your Primary Care Provider before using.

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Virtual Visits may not be available with HMO or Point of Service plans.

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans. MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Illinois. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission.