



BlueCross BlueShield of Texas



# VIRTUAL VISITS: Vs. Cold & Flu

Powered by  
**MDLIVE**<sup>®</sup>

You've got a sore throat and can't stop coughing and sneezing. It's after-hours and you can't get an appointment with your doctor until next week. The emergency room and urgent care center are costly, time-consuming and inconvenient options. What are you to do?

See a doctor without leaving your bed in a virtual visit, provided by Blue Cross and Blue Shield of Texas (BCBSTX) and powered by MDLIVE<sup>®</sup>.

## Why virtual visits?

- 24/7 access to an independently contracted, board-certified MDLIVE doctor
- Availability via phone, secure video or mobile app from almost anywhere
- Average wait time of less than 20 minutes

## MDLIVE doctors can treat a variety of non-emergency conditions, including:

- Allergies
- Cold/flu
- Ear infections
- Fever
- Headache
- Insect bites
- Nausea
- Pink eye

**Virtual visits doctors may also send an e-prescription to your local pharmacy if necessary.**

## *Prepare for the Unexpected—Activate Your MDLIVE Account Now!*

There is no charge to set up your account, but you may have a charge for your visit depending on your benefit plan.

- Call MDLIVE at (888) 680-8646
- Access virtual visits through **Blue Access for Members<sup>SM</sup>** or at [MDLIVE.com/bcbstx](https://MDLIVE.com/bcbstx)
- Text BCBSTX to 635-483



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Virtual visits may not be available on all plans. Virtual visits are subject to the terms and conditions of your benefit plan, including benefits, limitations and exclusions. 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. Service availability depends on location at the time of consultation.  
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