



Give your employees more options when they and their covered dependents need care.

Blue Cross of Idaho's telehealth provider MDLIVE lets members access non-emergency care 24/7. This means your employees could miss fewer workdays when they or their covered family members need care. They may also be less likely to use more costly services for non-emergency issues.

#### MDLIVE at a glance

- Has the nation's largest virtual care network
- Made up of state-licensed, board-certified physicians averaging 15 years of practice experience
- Certified by the National Committee for Quality Assurance (NCQA) and follows Utilization Review Accreditation Commission (URAC) guidelines for quality care

Once registered, your employees can access a board-certified provider for a virtual consult to diagnose non-emergency medical issues. They can connect over the phone or through secure video on their computer, tablet or the MDLIVE mobile app. These providers can even send a prescription straight to the patient's pharmacy.

#### MDLIVE at a glance

- **The nation's largest** virtual care network
- **More than 25 million** members
- **State-licensed, board-certified** physicians averaging 15 years of practice experience
- **NCQA certified/accredited** and follows URAC guidelines for quality care

#### Medical conditions MDLIVE treats:

- Allergies
- Cold/flu
- Constipation
- Cough
- Diarrhea
- Ear problems
- Fever
- Headache
- Insect bites
- Nausea/vomiting
- Pink eye
- Rash
- Respiratory problems
- Sore throats
- Urinary problems/UTI
- Vaginitis
- And more

MDLIVE™ is an independent company that enables the virtual visit between the member and doctor on behalf of Blue Cross of Idaho.

## Behavioral health conditions MDLIVE treats:

Your employees can also get virtual behavioral healthcare. These secure and confidential virtual consultations with licensed behavioral therapists can take place in the privacy of the employee's home.

- Addictions
- Bipolar disorder
- Child and adolescent issues
- Depression
- Eating disorders
- Grief and loss
- Life changes
- Men's issues
- Panic disorders
- Parenting issues
- Postpartum depression
- Relationship and marriage issues
- Stress
- Trauma and PTSD
- Women's issues
- And more

## How your employees can get virtual care through MDLIVE:

**Create an account.** Registration takes fewer than 10 minutes on average.

- Visit ***MDLIVE.com/bcoidaho***
- Download the MDLIVE mobile app to a phone or tablet from the Apple App Store or Google Play Store.
- Chat online with Sophie, the MDLIVE personal health assistant, by texting "bcoidaho" to MDLIVE (635483).
- Call 888-920-2975 (TTY: 800-770-5531) for help.



## Connect with a provider.

- **By phone:** 888-920-2975 (TTY: 800-770-5531)
- **Online:** ***MDLIVE.com/bcoidaho***
  - o Sign in to set up a secure videoconferencing session with a provider.
- **MDLIVE mobile app**
  - o Log in to connect with a provider.



## WE BELIEVE OUR MEMBERS SHOULD HAVE ACCESS TO MORE AFFORDABLE HEALTHCARE FOR THEIR CHILDREN. ONE OF OUR NEWEST BENEFITS AIMS TO DO JUST THAT.

As of January 1, 2020, many of our members will pay no out-of-pocket copay when they take their covered dependent children to the doctor.\*

### What's covered:

- Visits to both primary care providers (PCPs) – such as family care providers, pediatricians, nurse practitioners or physician assistants – and specialists
- Visits to urgent care clinics
- Visits for covered dependent children age 17 and younger
- Many preventive screenings and vaccinations that take place during office visits

Keep in mind that behavioral health visits are not covered, but you and your covered dependents can get virtual, 24/7 care through our partner MDLIVE. These visits with a mental healthcare provider come at a low cost and can take place through your phone, tablet or computer. Visit [MDLIVE.com/bcidaho](https://www.mdlive.com/bcidaho) to enroll.

**Note:** This benefit is not available to all members. Please check your plan documents to make sure you have this benefit. You can find your contract by logging in to your account at [members.bcidaho.com](https://members.bcidaho.com). You can also confirm by calling the Blue Cross of Idaho Customer Service Department at the number on the back of your member ID card.

\*Excludes emergency room visits and laboratory, x-ray and other diagnostic services.

