



# How Virtual Visits Work

## BY TELEPHONE (888) 680-8646



Call toll-free hotline  
24/7/365



Speak with a care coordinator to confirm a virtual visit is appropriate and be directed to a list of eligible doctors to select from



Automatically connect with an available doctor or schedule a future appointment

## BY ONLINE VIDEO [https://members.mdlive.com/ibx/landing\\_home](https://members.mdlive.com/ibx/landing_home)



Visit MDLIVE's website and log in with username and password



Receive system assistance to confirm a virtual visit is appropriate, and view a list of doctors using specialty, language, gender, location or next available doctor criteria



Automatically connect with an available doctor via online portal or schedule a future appointment

## BY MOBILE APP



Log in to mobile app with username and password



Receive system assistance to confirm a virtual visit is appropriate, and view a list of doctors using specialty, language, gender, location or next available doctor criteria



Automatically connect with an available doctor via smartphone or schedule a future appointment

Note: Service availability and communication mode dependent upon member's location at time of service.

Powered by  
**MDLIVE**

MDLIVE, an independent company, that provides virtual visit services for Blue Cross and Blue Shield of Texas. MDLIVE operates and administers the virtual visit program and is solely responsible for its operations and that of its contracted providers.