



BlueCross BlueShield of Texas



## Virtual Visits: **Speak with a doctor — anytime, anywhere**

Getting sick after hours or on weekends used to mean a long, costly trip to the emergency room or urgent care center. But with your virtual visits benefit, provided by Blue Cross and Blue Shield of Texas (BCBSTX) and powered by MDLIVE, the doctor is in 24/7/365. And you don't have to leave the comfort of your own home.

Virtual visits allows you to consult a doctor for non-emergency situations by phone, mobile app or online video anytime, anywhere. Speak to a doctor or schedule an appointment at a time that works best for you.

Powered by  
**MDLIVE**

# Why virtual visits?

- 24/7 access to an independently contracted, board-certified MDLIVE doctor
- Access via phone, online video or mobile app from almost anywhere
- Average wait time of less than 20 minutes
- If needed, get a prescription sent to your local pharmacy

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

- Allergies
- Asthma
- Cold/flu
- Ear infections (age 12+)
- Fever (age 3+)
- Headache
- Insect bites
- Nausea
- Pink eye
- Rash
- Sinus Infections



**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.

Activate your account - pick the way that is easiest for you:

- Call MDLIVE at 888-680-8646
- Go to [MDLIVE.com/BCBSTX](https://MDLIVE.com/BCBSTX)
- Text BCBSTX to 635-483
- Download the MDLIVE app

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

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.

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

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