



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

There is no charge for our members to set up an 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 **888-676-4204**
- Go to **MDLIVE.com/BCBSTX**
- Text **BCBSTX** to **635483**
- Download the MDLIVE app

Powered by
MDLIVE

Virtual Visits: Speak with a doctor — anytime, anywhere — about your health care questions, including coronavirus*

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 Blue Cross and Blue Shield of Texas (BCBSTX) Virtual Visits benefit, powered by MDLIVE, the doctor is in 24/7. You can see a doctor or behavioral health specialist without leaving 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.

Why Virtual Visits?

- 24/7 access to an independently contracted, board-certified MDLIVE doctor via phone, online video or mobile app from almost anywhere. (There may be higher than normal wait times due to coronavirus concerns. You may wish to schedule a Virtual Visit rather than remain in the virtual waiting room.)
- If needed, get a prescription sent to your local pharmacy.

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

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|--------------|----------------------------|---------------------|
| • Allergies | • Ear infections (age 12+) | • Pink eye |
| • Anxiety | • Fever (age 3+) | • Rash |
| • Asthma | • Headache | • Sinus infections |
| • Cold/flu | • Insect bites | • Stress management |
| • Depression | • Nausea | |

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

* Other telehealth options may exist.