



BlueCross BlueShield of Illinois



# VIRTUAL VISITS:

**For your non-emergency care**

Powered by  
**MDLIVE**<sup>®</sup>

Getting sick after hours or on the weekend used to mean a lengthy and costly trip to the emergency room or urgent care center. Instead, see a doctor from the comfort of home with a virtual visit, provided by Blue Cross and Blue Shield of Illinois (BCBSIL) and powered by MDLIVE.

## 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) 676-4204
- Access virtual visits through **Blue Access for Members<sup>SM</sup>** or at [MDLIVE.com/bcbsil](https://MDLIVE.com/bcbsil)
- Text BCBSIL 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.

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

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