



BlueCross BlueShield of Illinois



**BOSCH**  
Invented for life



# VIRTUAL VISITS: Speak with a doctor — anytime, anywhere

Powered by  
**MDLIVE**

Getting sick after hours or on weekends used to mean a lengthy, costly trip to the emergency room or urgent care center. But with your virtual visits benefit, provided by Blue Cross and Blue Shield of Illinois (BCBSIL) 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 allow 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.

## With virtual visits, you get:

- 24/7 access to an independently contracted, board-certified doctor
- Access via online video, mobile app or telephone
- If necessary, e-prescription sent to your local pharmacy

## Member pays:

\$44 per visit (subject to your plan design) until deductible is met. After deductible is met, coinsurance applies.

## Virtual visits doctors can treat a variety of health conditions, including:

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

## Activate your account or schedule a virtual visit

- Go to Blue Access for Members<sup>SM</sup> or [MDLIVE.com/bcbsil](https://MDLIVE.com/bcbsil).
- Download the MDLIVE app from Apple's App Store<sup>SM</sup> or Google Play<sup>TM</sup>.
- Call MDLIVE at **(888) 676-4204**.
- Text **BCBSIL** to **635-483**. (MDLIVE's online assistant Sophie will help you activate your account.)



## Get connected today!

To register, you'll need to provide your BCBSIL member ID number.

Virtual visits may not be available on all plans. Non-emergency medical service in Montana and New Mexico is limited to interactive online video. Non-emergency medical service in Arkansas and Idaho is limited to interactive online video for initial consultation.

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