



Care When and Where You Need It

Telehealth

Powered by MDLIVE[®]

On-demand health care at your fingertips



Getting sick is never convenient and finding time to get to the doctor can be hard. MDLIVE's telehealth program provides you and your covered dependents access to care for non-emergency medical and behavioral health needs.*

Whether you're in the city, a rural area or you're on a weekend camping trip, access to a board-certified MDLIVE doctor is available 24 hours a day/seven days a week. You can speak to a doctor immediately or schedule an appointment based on your availability. Telehealth can also be a better alternative than going to the emergency room or urgent care.**

MDLIVE doctors can help treat the following conditions and more:

General Health

- Allergies
- Asthma
- Joint aches
- Sinus infections

Pediatric Care

- Cold/flu
- Ear infections
- Pink eye

Behavioral Health

- Online counseling
- Child behavior/learning issues
- Stress management



Connect***

Computer, smartphone, tablet or telephone



Interact

Real-time consultation with board-certified doctor



Diagnose

ePrescribe medications sent to select pharmacy of your choice (when appropriate)



Website:

- Vist the website MDLIVE.com/bcbsil
- Choose an MDLIVE doctor
- Chat live with the doctor online



Mobile app:

- Download the app from the Apple App StoreSM, Google PlayTM Store or Windows[®] Store
- Open the app and choose an MDLIVE doctor
- Chat with the doctor from your mobile device



Telephone:

- Call MDLIVE (888-676-4204)
- Speak with a health service specialist
- Speak with an MDLIVE doctor

Get connected today!

To register, you'll need to provide your first and last name, date of birth and Blue Cross and Blue Shield of Illinois member ID.

*Behavioral health may not be available on all plans. For more information, call MDLIVE's customer service department.

**In the event of an emergency, this service should not take place of an emergency room or urgent care facility. Proper diagnosis should come from your doctor and medical advice is between you and your doctor.

***Internet/Wifi connection needed for computer access. Data charges may apply when using your tablet or smartphone. Check your phone carrier's plan for details. Video consultation is available Monday through Sunday from 7 a.m. - 9 p.m.

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