



BlueCross BlueShield of Texas



## Virtual Visits: Round-the-clock care from anywhere

You want fast help when you and your loved ones need medical or behavioral health care. As a Blue Cross and Blue Shield of Texas (BCBSTX) member you have access to virtual visits where the doctor is always in. Get 24/7 non-emergency care from board-certified doctors and therapists through the phone, online video or mobile app.

It's care that fits your needs. No long waits for appointments, expensive ER bills or missing work to see the doctor. The Virtual Visits benefit is an efficient, cost-effective care solution for treating both adults and children. The average wait time for a consultation is less than 20 minutes and Virtual Visit doctors and therapists send e-prescriptions to your pharmacy. You can quickly be on your way to feeling better.

Services are available in both English and Spanish with translation services available in other languages.

## Use MDLIVE's Virtual Visits for non-emergency conditions, pediatric care and behavioral health issues.

Virtual Visits are a convenient, cost-effective alternative for the treatment of more than 80 health conditions including:

- Allergies
- Cold and flu
- Fever
- Headaches
- Nausea
- Sinus infections

Virtual Visits with licensed behavioral health therapists can provide services including:

- Diagnostic assessment
- Ongoing counseling
- E-prescribing
- Ongoing medication management
- Care coordination



Activate your MDLIVE account today:

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



**First, call your doctor's office; they also may offer telehealth consultations by phone or online video. If you have any questions about this or any other Blue Cross and Blue Shield of Texas benefits, please call the number on the back of your ID card.**

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans.

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