



BlueCross BlueShield
of Illinois



Virtual Visits: 24/7 care from anywhere

Fast, reliable service is what you want when you or a loved one needs non-emergency medical or behavioral health care. Turn to the MDLIVE® Virtual Visits benefit from Blue Cross and Blue Shield of Illinois for 24/7 access to board-certified doctors or therapists.

It's care that fits your needs. No long waits for appointments, expensive ER bills or upending your schedule 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 medical consultation is less than 20 minutes* and Virtual Visits doctors and therapists can 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.

*Wait time for Behavioral Health consultation averages 6.8 days.

Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation,
a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

Powered by
MDLIVE

245514.0324



**Scan this QR code to
activate your Virtual
Visits account,
or call 888-676-4204**

**Activate your MDLIVE
account today:**

- Go to MDLIVE.com/bcbsil
- Text BCBSIL to 635-483

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

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 Illinois benefits, please call the number on the back of your ID card.

For medical emergencies, call 911. For mental health emergencies, call the Suicide & Crisis Lifeline at 988.

*Behavioral health care is available for dependents age 10 and older.

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.

MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Illinois. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission.