



The Doctor is In—Your Phone or Computer

Call your network provider first and ask whether they provide consultations via telephone or secure video.

In these challenging times, the simple act of leaving home to go to a doctor’s appointment can feel like running an obstacle course. As a Blue Cross and Blue Shield of Texas (BCBSTX) member, you can save yourself time and money by consulting with a doctor through BCBSTX’s in-network telehealth or its Virtual Visits benefit.

What is telehealth?

Telehealth is a health care delivery method that allows you to consult with your doctor by telephone or secure video. Doctors can evaluate, diagnose and treat you remotely without the need to travel to the doctor’s office. Doctors are even able to send e-prescriptions to your local pharmacy.

What are Virtual Visits?

Virtual Visits allow members to consult with a board-certified doctor within approximately 10 minutes. Powered by MDLIVE®, Virtual Visits doctors are available 24/7 and are especially helpful when your provider’s office is closed or when you cannot wait to make a later appointment.

Compare Telehealth and Virtual Visits

	Telehealth	Virtual Visits
Consultation with my regular BCBSTX network doctor	X	
24/7 access		X
Costs the same as in-person doctor’s visit	X	X
Doctors can send e-prescription to local pharmacy	X	X
Consultations available by telephone, secure video or mobile app	X	X

Telehealth may not be offered by all in-network providers. Telehealth consultations with out-of-network providers may be available at a the standard out-of-network provider visit rate. 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. MDLIVE is a separate company that has contracted with Blue Cross and Blue Shield of Texas to provide Virtual Visits for members with coverage through BCBSTX. MDLIVE is solely responsible for its operations and for those of its contracted providers. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered to them.