



Virtual Visits: Speak with a doctor or therapist — anytime, anywhere

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 Texas (BCBSTX) and powered by MDLIVE®, the doctor is in 24/7.

Virtual Visits allow you to consult a board-certified doctor or licensed therapist 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.

Virtual Visits doctors and therapists can treat a variety of medical and behavioral health conditions, including:

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

Prepare for the Unexpected— Activate Your MDLIVE Account Now!

There is no charge to set up your account, but you may have a charge for your visit depending on your benefit plan.

Activate your account - pick the way that is easiest for you:

- Call MDLIVE at 888-680-8646
- Go to MDLIVE.com/bcbstx
- Text BCBSTX to 635-483
- Download the MDLIVE app

Virtual Visits doctors and therapists may also send an e-prescription to your local pharmacy if necessary.

Powered by **MDLIVE**

Virtual Visits may not be available on all plans. Non-emergency medical service in Montana and New Mexico is limited to interactive audio/video (video only). Non-emergency medical service in Arkansas and Idaho is limited to interactive audio/video (video only) for initial consultation.

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