How to Register for Telemedicine

Mobile Application Registration

Activate Your Mobile Account

When asked "Do you receive MDLIVE as a benefit through an employer, insurance provider, organization." the member should check the box to the right

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Download the MDLIVE Mobile App

Download the MDLIVE mobile app from the Apple Store or Google Play Store

Open the app, once download is complete and click create account/join now

Be sure to select "create free account" at the bottom of the page

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Activate Your Mobile Account

Enter **employer name** into the company name field **OR** enter **Excellus BCBS**

Employer/Insurance names will start to populate when you start typing

**Be careful to select either your company or Excellus BCBS!!

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Activate Your Mobile Account

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Registration Complete

Registration is complete

Please Note: If an error occurs, make sure you implemented the correct member ID# (including the 3 letter prefix and the numbers) and the employer name or insurance company is correct!

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