



Why wait for the care you need now? Excellus BlueCross BlueShield (BCBS) via our partner, MDLIVE, now offers another alternative to receive care. Visit with a U.S. board certified doctor right from your home, office or on the go for non-emergency medical conditions.

When to use telemedicine

- ▶ 24/7/365
- ▶ If your primary care doctor is not available
- ▶ Instead of going to the ER or an urgent care center (for a non-emergency issue)
- ▶ If traveling and in need of medical care

Common conditions treated

- | | | |
|------------------|--------------------|------------------------|
| ▶ Allergies | ▶ Infections | Pediatric Care* |
| ▶ Asthma | ▶ Insect Bites | ▶ Cold & Flu |
| ▶ Bronchitis | ▶ Joint Aches | ▶ Constipation |
| ▶ Cold & Flu | ▶ Rashes | ▶ Ear Infections |
| ▶ Diarrhea | ▶ Sinus Infections | ▶ Nausea |
| ▶ Ear Infections | ▶ Skin Infections | ▶ Pink Eye |
| ▶ Fever | ▶ Sore Throat | ▶ And More! |
| ▶ Headache | ▶ And More! | |

About the doctors

- ▶ On average, doctors have 15 years of experience practicing medicine and are licensed in New York state

Cost of a telemedicine visit for insured employees

- ▶ FREE registration
- ▶ Once you've registered: Payment by credit card or your health savings card will be required depending on your plan type:

If your doctor office visit is....	Then telemedicine program benefit cost share is....
Covered with a copay	\$10 (or equal to the PCP copay if PCP copay is less than \$10)
Covered with copay/ deductible	\$10 copay subject to deductible (or equal to the PCP copay if PCP copay is less than \$10)
Covered deductible/ covered in full	Deductible/covered in full
Covered with deductible/ co-insurance	Deductible/co-insurance
Covered with co-insurance only	Co-insurance only

- ▶ The flat rate cost of a telemedicine visit is \$40



Getting Started

- Start by visiting [MDLIVE](#) to setup your Telemedicine visit.
- New users will need to complete a one-time registration and then setup a MyHealth profile (steps shown below).
- Returning users will be logged in automatically and be directed to this dashboard.



Complete Your MyHealth Profile (one time only)

- Providing this information will make

next available provider, select

"Choose First Available"

- You can choose from a few options:
 - Visit with the first available doctor (automatically selected for you).
 - Choose a doctor by selecting "Visit Now" (estimated wait times vary).
 - Or schedule an appointment when convenient.
- Once you select a doctor and scheduling method, follow the prompts for your details and submit payment information.

[View Schedule a Visit video](#)

For questions on registering or scheduling a visit, please contact MDLIVE at
1-866-692-5045 (TTY) 1-800-770-5531.