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
- Asthma
- Bronchitis
- Cold & Flu
- Diarrhea
- Ear Infections
- Fever
- Headache
- Infections
- Insect Bites
- Joint Aches
- Rash
- Sinus Infections
- Skin Infections
- Sore Throat
- And More!

**Pediatric Care**

- Cold & Flu
- Constipation
- Ear Infections
- Nausea
- Pink Eye
- 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:

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

- 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 it easier to receive your care.
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.