



Don't wait until you're sick - ACTIVATE your telemedicine account.

What is telemedicine?

24/7/365 on-demand access to U.S. board certified doctors and pediatricians—anytime, anywhere.

Doctors can:

- ▶ Diagnose your symptoms
- ▶ Prescribe medication* (when appropriate)
- ▶ Send the prescription to your nearest pharmacy

Common conditions treated?

General Health

Allergies
Asthma
Bronchitis
Joint Aches
Respiratory Infections
Sinus Infections
...and more!

Pediatric Care**

Cold & Flu
Constipation
Ear Aches
Nausea
Pink Eye
...and more!



ExcellusBCBS.com/Telemedicine
1-866-692-5045

Excellus   | Powered by **MDLIVE**

*MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services. For complete terms of use visit mdlive.com/pages/terms.html

**Parents must be present on each call for children under age 18.

Disclaimers: MDLIVE does not replace the primary care physician. MDLIVE is not an insurance product nor a prescription fulfillment warehouse. MDLIVE operates subject to state regulation and may not be available in certain states. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services. MDLIVE phone consultations are available 24/7/365, while video consultations are available during the hours of 7 am to 9 pm ET 7 days a week or by scheduled availability. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use visit www.mdlive.com/pages/terms.html 010113. MDLIVE is an independent company, offering telehealth services in the Excellus BlueCross BlueShield service area. Excellus BlueCross BlueShield is a nonprofit independent licensee of the Blue Cross Blue Shield Association.

B-5723 / 10962-165



On-demand access to affordable, quality health care - Anytime, Anywhere.

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
- ▶ Specialties include primary care, pediatrics, emergency and family medicine
- ▶ You may even see your own doctor in the roster

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
 - If you do not indicate you are an insured member of Excellus BCBS: \$49.00 charge
- ▶ Co-payment responsibility varies by group and plan
- ▶ Our telemedicine service partner, MDLIVE, will be aware of your co-payment amount when you contact them

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Here's what you need to register for telemedicine

When you register, you'll be asked for:

- ▶ your name
- ▶ date of birth
- ▶ address
- ▶ phone number(s)
- ▶ Excellus BCBS membership ID Number
- ▶ a unique username and password
- ▶ the answer to a security question of your choice

You'll also need the name, address, fax number and phone number of your primary care provider and/or pediatrician.



You can register online
**ExcellusBCBS.com/
Telemedicine**



or call
1-866-692-5045

You also can register other members of your family who are covered under your Excellus BCBS plan.

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B-5461 / 10446-161C



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MDLIVE

Follow These Steps to Add Dependents to your Telemedicine Account

As the primary member, you will need to add your eligible dependents once you have logged into your account.

Each dependent must have their own account before they schedule a consultation.

1. Once in the portal, click on your name in the upper right corner of the home page.
2. Click Add New Dependent from the drop down menu that appears.
3. Enter the following information:
 - ▶ Username of your choice
 - ▶ First Name
 - ▶ Last Name
 - ▶ Email address
 - ▶ Address, City, State, Zip
 - ▶ Time Zone
 - ▶ Country
 - ▶ Home Phone number
 - ▶ Cell
 - ▶ Date of Birth
 - ▶ Gender
 - ▶ Member ID (dependent's ID including the alpha prefix)
 - ▶ Relationship
 - ▶ Security Question
 - ▶ Security Question Answer
4. Click the Add Family Member button when the form is complete. An email will be sent to the dependent for verification
5. The registration link on the email should be clicked to verify the member.
6. Once this is done, the new member/dependent can create an account password.
7. Click Create Account to complete the registration. The dependent's account can be logged in to separately or via the primary user's account.