



Care When and
Where You Need It
Just Got Easier

Virtual Visits

Convenient health care
at your fingertips

Getting sick is never convenient, and finding time to get to the doctor can be hard. Blue Cross and Blue Shield of Texas (BCBSTX) provides you and your covered dependents access to care for non-emergency medical issues and behavioral health needs through MDLIVE.

Whether you're at home or traveling, access to a board-certified doctor is available 24 hours a day, seven days a week. You can speak to a doctor immediately or schedule an appointment based on your availability. Virtual visits can also be a better alternative than going to the emergency room or urgent care center.¹

MDLIVE doctors or therapists can help treat the following conditions and more:

General Health

- Allergies
- Asthma
- Nausea
- Sinus infections

Pediatric Care

- Cold/flu
- Ear problems
- Pinkeye

Behavioral Health

- Anxiety/depression
- Child behavior/learning issues
- Marriage problems

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MDLIVE, an independent company, provides virtual visit services for Blue Cross and Blue Shield of Texas. MDLIVE operates and administers the virtual visit program and is solely responsible for its operations and that of its contracted providers.
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MDLIVE Information

First Step – Register Now

If you are enrolled in Southwestern University's medical plans and would like to participate in this service, please visit www.mdlive.com/bcbstx to register or you can register via phone at 888-680-8646.

We have found that the registration process takes time, so it is a good idea to register, so you have quick access when you need to take advantage of the service.

- Each member of the family must be registered separately.
- You will need the following information to register: First Name, Last Name, Date of Birth, BCBSTX member ID number (can be found on your medical card.)

How Virtual Visits Work

By Telephone

- Call MDLIVE's toll-free hotline (888-680-8646) any day, any time
- Speak with a health service specialist to confirm a virtual visit is appropriate
- Speak with an available doctor or schedule a future appointment

By Online Video – if available in your state (it is available in Texas)

- Visit MDLIVE's website https://members.mdlive.com/bcbstx/member_login and log in with username and password
- Receive system assistance to confirm a virtual visit is appropriate and view a list of doctors meeting criteria
- Automatically connect with an available doctor via online portal or schedule a future appointment

By Mobile App

- Log in to the Blue Access for Members (BAM) app with username and password
- www.bcbstx.com/member/register
- Receive system assistance to confirm a virtual visit is appropriate and view a list of doctors meeting criteria
- Automatically connect with an available doctor via smartphone or schedule a future appointment



Connect²

Access where mobile app, online video or telephone service is available



Interact

Real-time consultation with a board-certified doctor or therapist



Diagnose

Prescriptions sent electronically to pharmacy of your choice (when appropriate)



Telephone:

- Call MDLIVE (888-680-8646)
- Speak with a health service specialist
- Speak with a doctor

Get connected today!

To register, you'll need to provide your first and last name, date of birth and BCBSTX member ID number.

¹ In the event of an emergency, this service should not take place of an emergency room or urgent care center. MDLIVE doctors do not take the place of your primary care doctor. Proper diagnosis should come from your doctor, and medical advice is always between you and your doctor.

² Internet/Wi-Fi connection is needed for computer access. Data charges may apply when using your tablet or smartphone. Check your phone carrier's plan for details. Video on-demand consultations for behavioral health are available by appointment. Service is limited to interactive-audio consultations (phone only), along with the ability to prescribe, when clinically appropriate, in Texas. Service is limited to interactive-audio/video (video only), along with the ability to prescribe, when clinically appropriate, in Idaho, Montana, New Mexico and Oklahoma. Virtual visits are currently not available in Arkansas. Service availability depends on member's location. Virtual visits may not be available on all plans.

MDLIVE is not an insurance product nor a prescription fulfillment warehouse. MDLIVE operates subject to state regulations 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 that may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services.