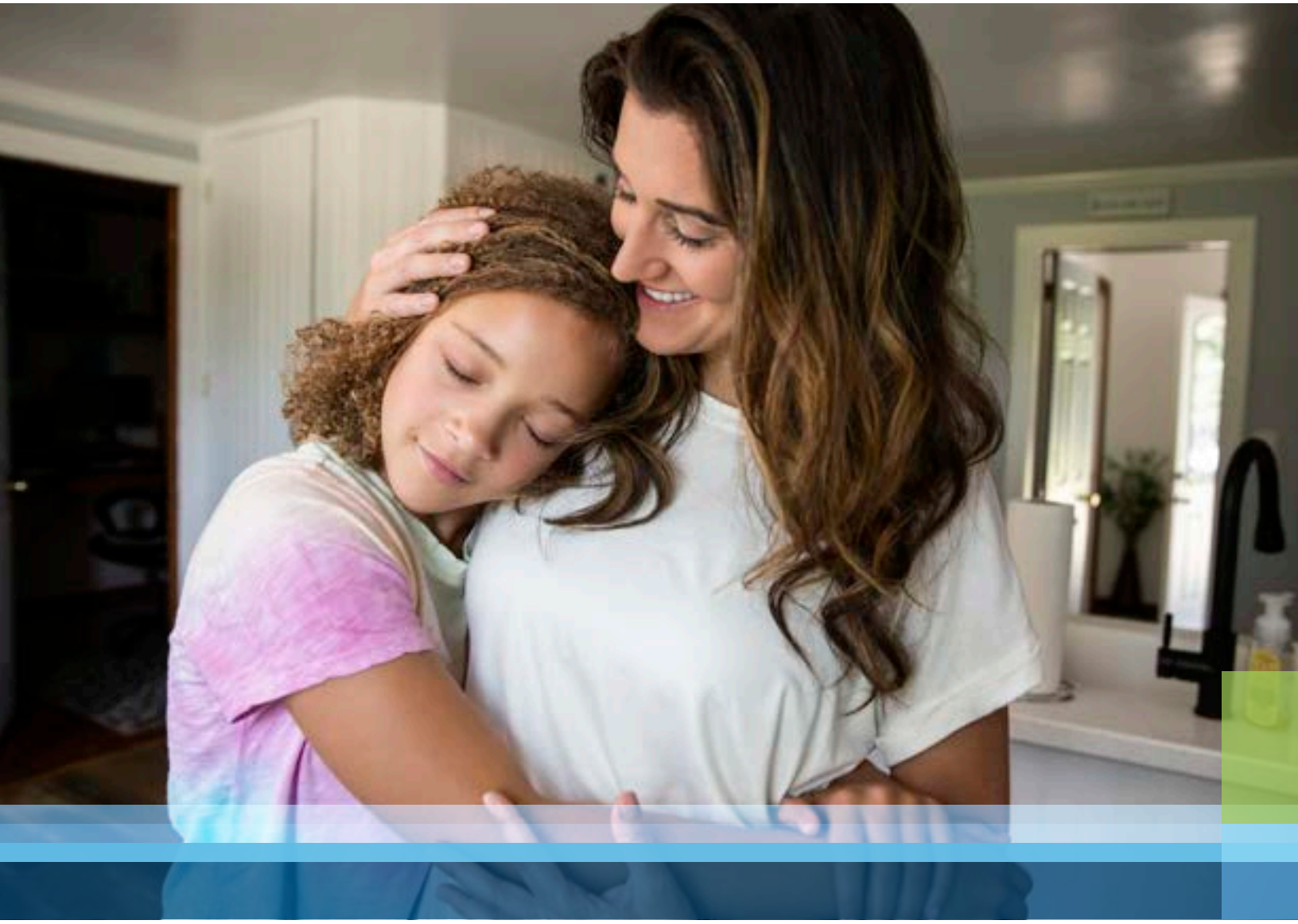
BlueCross BlueShield of Illinois



Virtual Visits: **Flexible Care Without the ER Expense**

Medical and behavioral health issues can happen day or night, weekends or holidays. But if it's not an emergency, save the trip, time and expense of an ER or urgent care center. The Virtual Visits benefit from MDLIVE® and available through Blue Cross and Blue Shield of Illinois is ready to help 24/7.

Consult with a doctor or therapist without leaving home. Virtual Visits offers quick access to a doctor by phone, online video or mobile app. Services are available in both English and Spanish with translation services available in other languages.

Powered by MDLIVE®

Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation,
a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

251026.0324

Why Virtual Visits?

- 24/7 access to an independently contracted, board-certified doctor or therapist
- Access via phone, online video or mobile app from almost anywhere
- Average wait time of less than 20 minutes*
- Doctors can send e-prescriptions to your local pharmacy

Doctors can treat a variety of non-emergency conditions, including:

- Allergies
- Cold/Flu
- Fever
- Headaches
- Nausea
- Sinus infections
- Depression
- Anxiety
- Parenting concerns
- Marital questions

First, call your doctor's office; they may also offer telehealth consultations by phone or online video. If you have any questions about this or any other Blue Cross and Blue Shield of Illinois benefit, please call the number on the back of your ID card.



SCAN ME

Scan this QR code to activate your Virtual Visits account, or call 888-676-4204

Activate your MDLIVE account today:

- Go to MDLIVE.com/bcbsil
- Text BCBSIL to 635-483

*Wait time for behavioral health appointments average 6.8 days.

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans.

MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Illinois. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE ® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission.