



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 Texas 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®

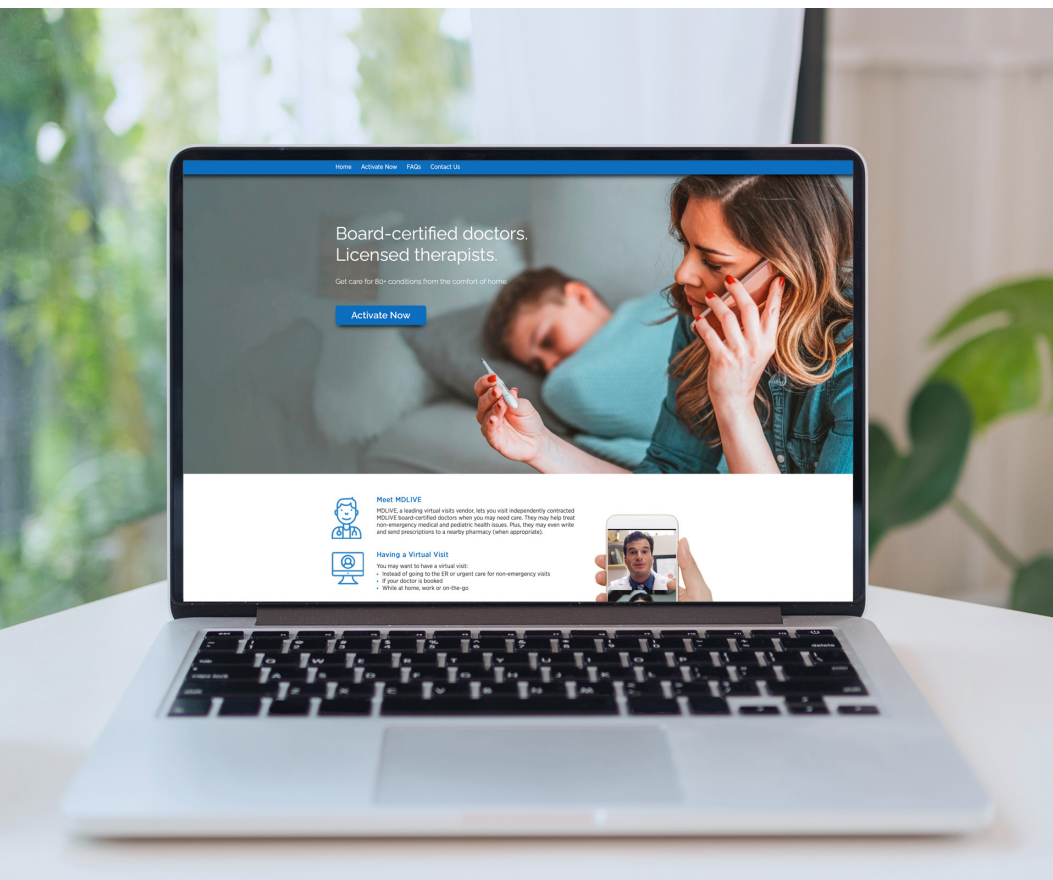
Why Virtual Visits?

- 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 Texas benefit, please call the number on the back of your ID card.



Scan this QR code to activate your Virtual Visits account, or call 888-680-8646

Activate your MDLIVE account today:

- Go to MDLIVE.com/bcbstx
- Text BCBSTX 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.

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