



Virtual Visits: speak with a doctor - anytime, anywhere

With your Virtual Visits benefit, provided by Blue Cross and Blue Shield of Texas (BCBSTX) and powered by MDLIVE, you can speak with a board-certified doctor from the safety and comfort of your own home.

Why Virtual Visits?

- 24/7 access to an independently contracted, board-certified MDLIVE doctor
- Access via phone, online video or mobile app from almost anywhere
- Average wait time of less than 20 minutes

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

- Allergies
- Asthma
- Cold/flu
- Ear infections
- Fever
- Headache
- Insect bites
- Nausea
- Pink eye
- Rash
- Sinus infections
- And more



Prepare for the Unexpected— Activate Your MDLIVE Account Now!

There is no charge to set up your account, but you may have a charge for your visit depending on your benefit plan.

To activate your account, you can choose what is easiest for you:

- Call MDLIVE at **1-866-954-3585**
- TTY users call **1-800-770-5531**
- Go to www.mdlive.com/bcbstx-medicare
- Text **BCBSTXMEDICARE** to **635-483**
- Download the MDLIVE app

If needed, you may receive an e-prescription from Virtual Visits to your local pharmacy.

Virtual Visits may not be available on all plans. Please call the number on the back of your member ID card to check your coverage or with other questions. Non-emergency medical service in Montana and New Mexico is limited to interactive online video. Non-emergency medical service in Arkansas and Idaho is limited to interactive online video for initial consultation.

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