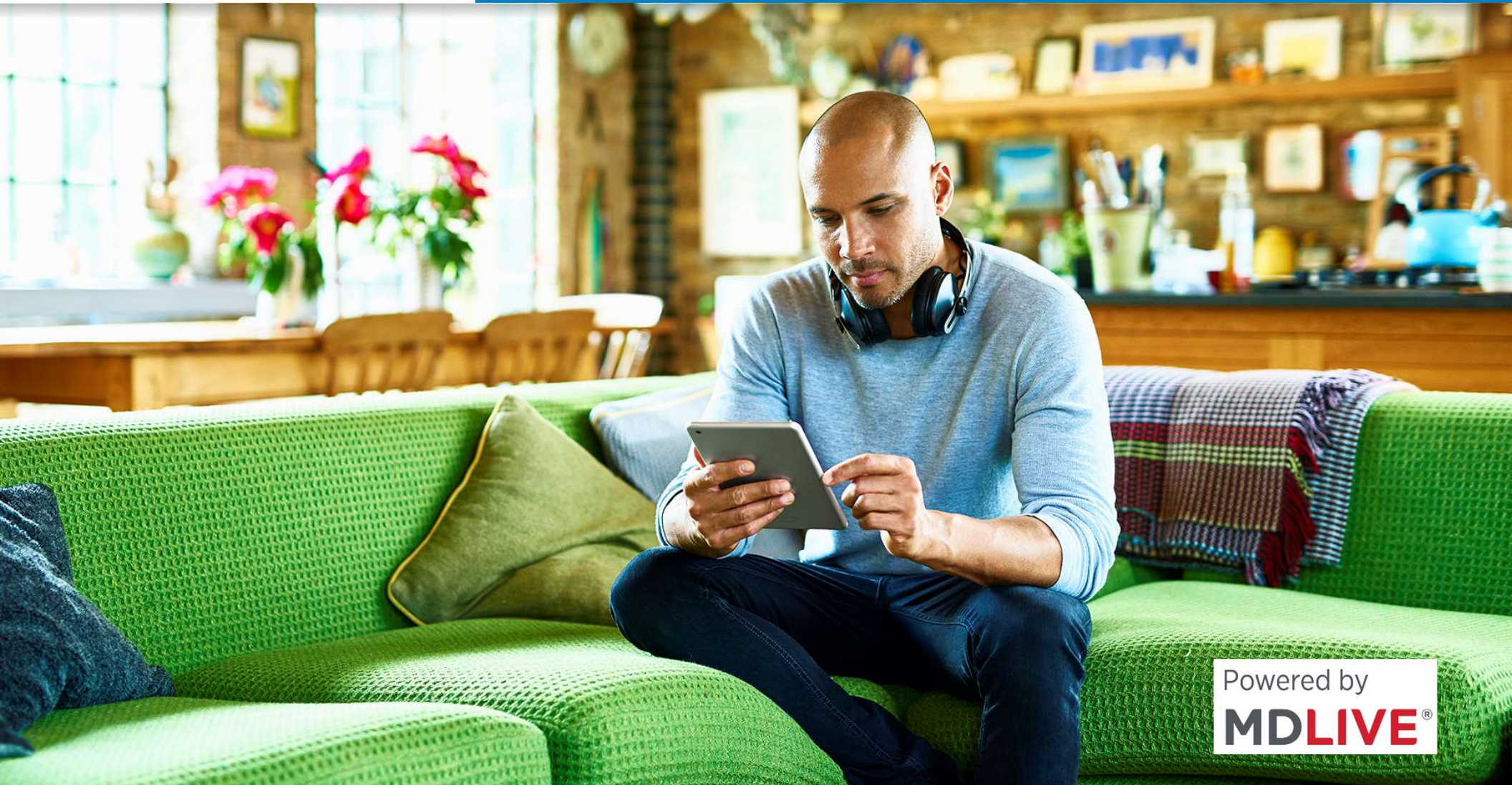




BlueCross BlueShield  
of Texas

# Virtual Visits Member Guide



Powered by  
**MDLIVE**<sup>®</sup>



# Get Care When and Where You Need It

- Whether you're at home or traveling, access to an independently contracted, board-certified doctor is available 24/7
- You can speak to an MDLIVE doctor immediately or schedule an appointment for a time that works for you
- A virtual visit can also be a better alternative than going to the emergency room or an urgent care center
- Visiting a doctor remotely can help treat many non-emergency conditions

Virtual visits may not be available on all plans.



# When to Schedule a Virtual Visit

## Non-Emergency Medical Conditions

- Allergies
- Cold and flu
- Earache
- Fever
- Headache
- Insect bites
- Nausea
- Pink eye
- Sore throat
- And more ...

## Behavioral Health

- Depression and anxiety
- Marital problems
- Child behavior and learning issues
- Financial hardship
- Coping with loss and grief
- Stresses and challenges of everyday life



## Pediatric Care

- Cold and flu
- Pink eye
- Nausea

## Conditions we are not able to treat:

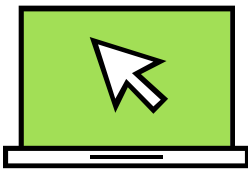
- Emergency situations (bleeding, heart attack, stroke, etc.)
- Urinary tract infection in females under 18 or males
- Sexually transmitted diseases (STDs)
- Children with fever (under 3) or ear pain (under 12)

**If you are having symptoms of a medical emergency, call 911 or go to the nearest emergency room**



# Register Before You Need Care

There are several convenient ways to activate your account with MDLIVE so it's ready for you when you need care:



DESKTOP



MOBILE  
APP

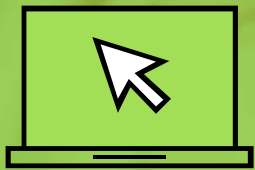


TEXT  
ASSISTANT



TELEPHONE

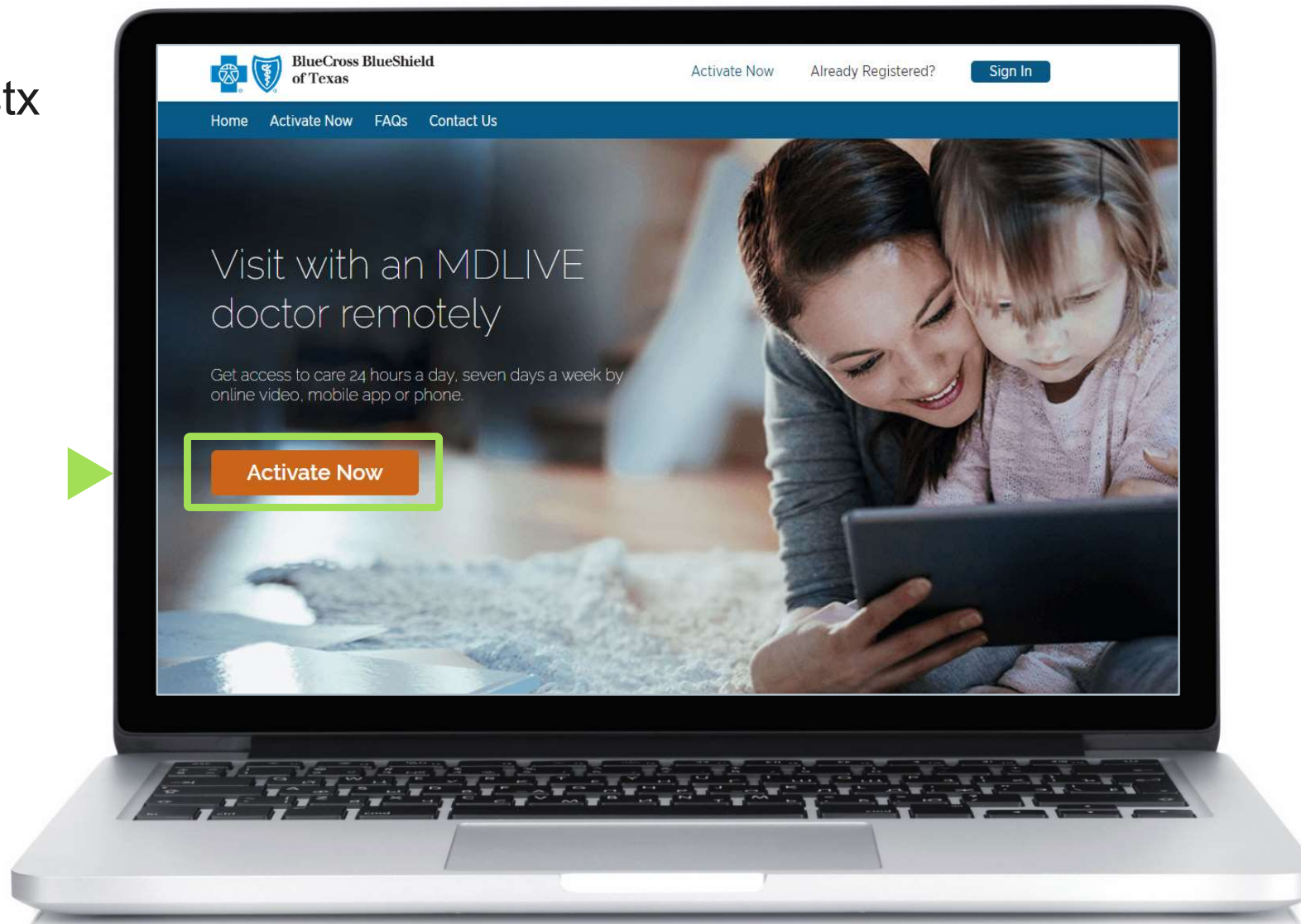




# Website Registration

# Activate Your Account: Step 1

Go to  
[mdlive.com/bcbstx](https://mdlive.com/bcbstx)  
and click  
**Activate Now**  
to get started



# Activate Your Account: Step 2

Fill in your personal information, including your 12-character member ID number\*



BlueCross BlueShield of Texas

[Activate Now](#) [Already Registered?](#) [Sign In](#)

Home [Activate Now](#) [FAQs](#) [Contact Us](#)

## Activate Your Account

Welcome to MDLIVE. Please activate your account below.

Please enter your Blue Cross and Blue Shield of Texas (BCBSTX) Member ID number and Date of Birth.

All fields are required.

Member ID

Date of Birth - MM/DD/YYYY

If you are a dependent, please enter your **Primary's** Member ID and **your** Date of Birth.

[CONTINUE](#)

**TIP: If you are the employee/member, you can automatically register your covered dependents too**

\*Found on your member ID card. Be sure to include all letters and numbers as shown on card.

# Activate Your Account: Step 3

- Set up username, password and security questions; most fields will pre-populate from your BCBSTX account
- Confirm your information on each screen; click **NEXT** to advance
- Click **VERIFY** to complete the activation

**Virtual Visit as a benefit.**

**Your information**

Benefit Provider Search  
BCBSTX Virtual Visits ⓘ

Medical Insurance ID

Are you insured as a dependent?  
 No

**Activate Now**

Visit with an MDLIVE doctor remotely

As a Blue Cross and Blue Shield of Texas (BCBSTX) member, you have access to online doctor visits 24 hours a day, 7 days a week.

**Your information**

First Name

Last Name

Your current email

Create your username

Create a password ⓘ

Show Password

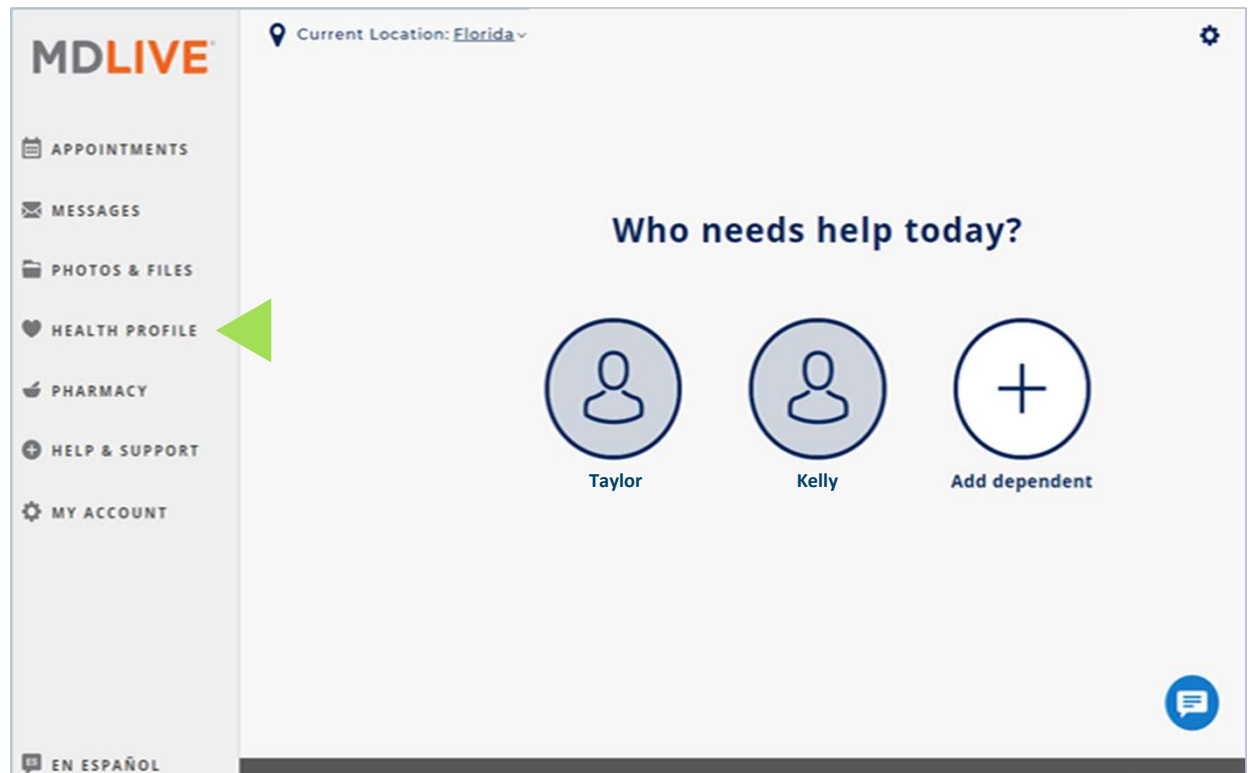
Already a member? [Sign in here](#) **NEXT**

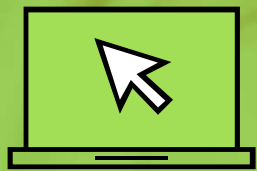
**VERIFY**



# Patient Portal

- Once you reach the patient portal, your registration is complete and account is active
- To request a visit, choose the patient and click **CONTINUE**
- You may also complete your profile or log out until next time



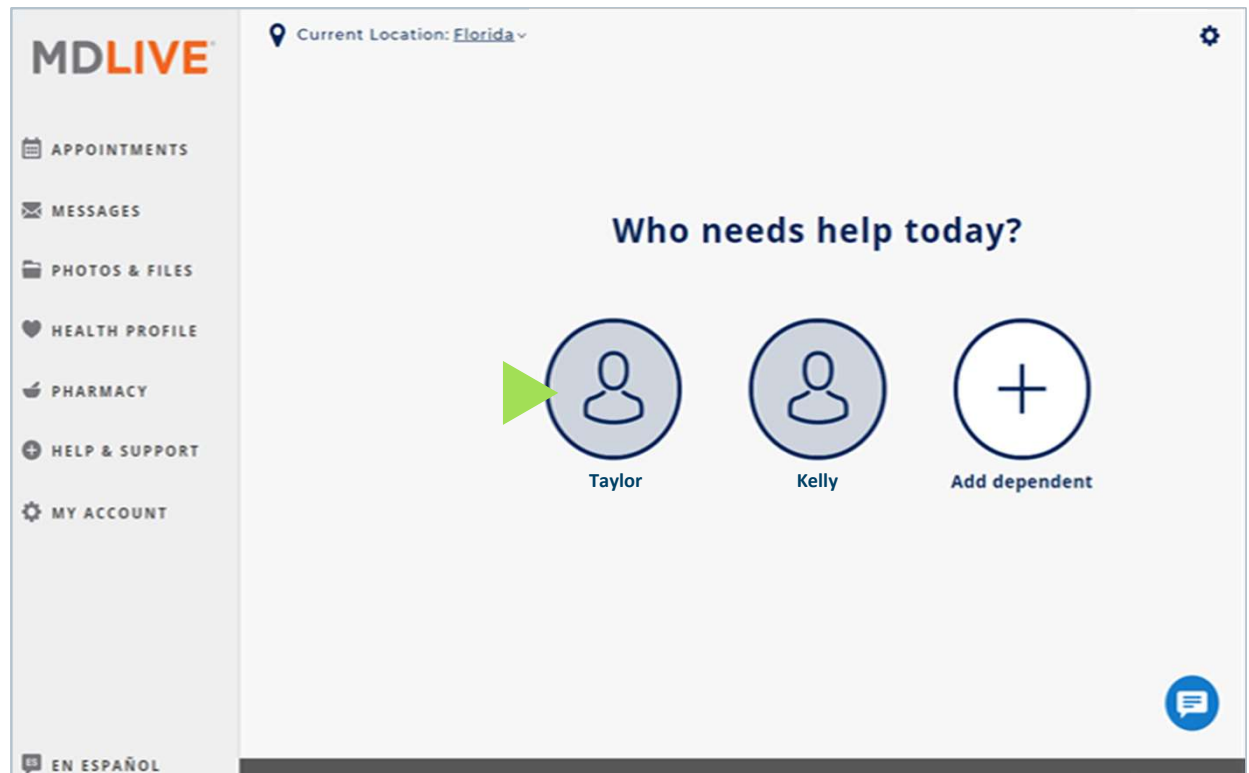


# Website Requesting a Visit

# Requesting a Visit When You Activate Your Account

Process is  
the same  
using the  
mobile app

From the Patient Portal  
screen, choose the  
patient and click  
**CONTINUE** to request  
a visit

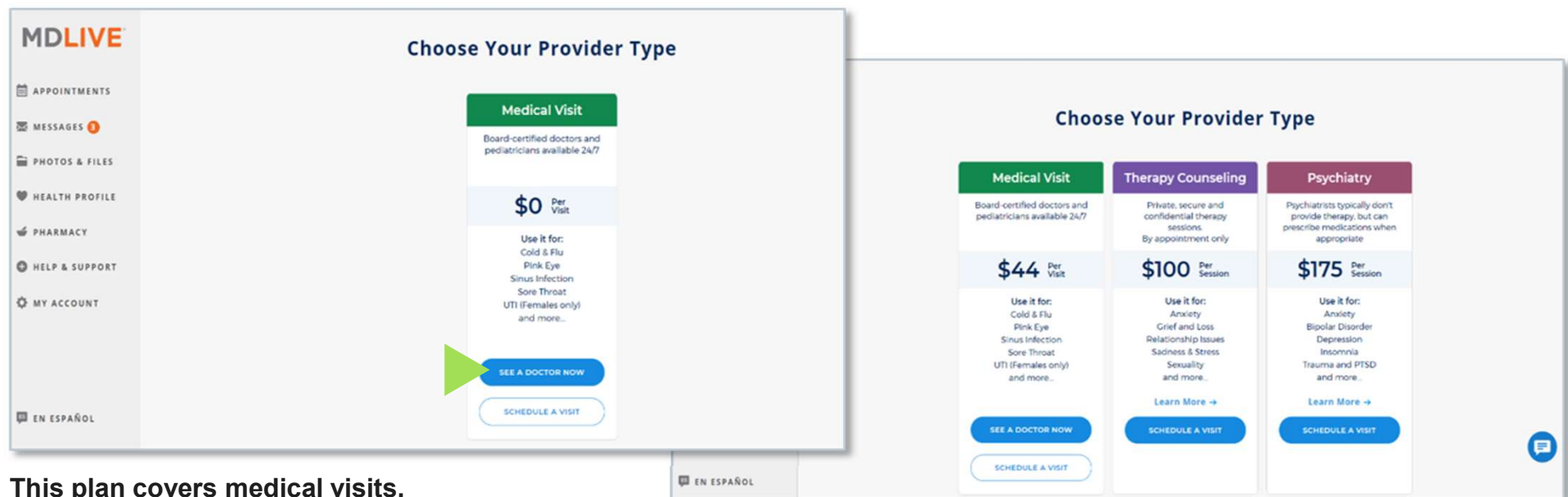




# Choose the Type of Provider You Are Seeking

Process is the same using the mobile app

- Your available services and cost will be displayed
- For medical visits, you may select **SEE A DOCTOR NOW** or **SCHEDULE A VISIT** for later



This plan covers medical visits.

Some plans include both medical and behavioral health visits.

# Reason for Visit

Process is  
the same  
using the  
mobile app

- Choose from a list of common complaints or select **Something else** if your condition is not listed
- Complete the series of questions and click **CONTINUE**

MDLIVE

Reason for Visit

Interview

Visit Type

Express Review

Hi! I am Sophie, an A.I. powered Chatbot

Search for your medical problem or choose one of the following conditions

Allergies (Hayfever) Ear Pain Flu Symptoms Flu Exposure Sore Throat UTI (Urinary Tract Infection) Sinus And Cold Symptoms Rash

PINK EYE (CONJUNCTIVITIS) REFILL MEDICATION Something else...

# Option to Upload Photo

Process is the same using the mobile app

Upload a photo, if applicable or needed for your condition, and select **CONTINUE**

## A photo may be helpful for treatment.

You can upload a photo or document if you believe it will help the provider understand your problem better.


**UPLOAD FROM A PHONE**

We will send a text message with instructions on how to upload photos

**UPLOAD FROM THIS DEVICE**

Already have the photos ready? Upload them right now from here

---

 Why do I need to upload a photo?  
Photos can be very helpful for problems related to your Skin, Eye, Throat, or any issue that shows a change in color or swelling. A photo of your prescription bottle also helps if you need a refill.

**BACK** **CONTINUE**



# Choose Phone or Video Visit

Process is the same using the mobile app

- Select the type\* of visit — **PHONE** or **VIDEO**
- If you choose a phone visit, enter your call back number and click **CONTINUE**

**TIP: For a phone visit, the doctor will call you, so you may log out once you reach the waiting room screen**

The screenshot shows a mobile app interface with the following elements:

- Header: "What type of visit would you like?"
- Two circular buttons: "PHONE" (with a telephone handset icon) and "VIDEO" (with a video camera icon). A green arrow points to the "PHONE" button.
- Text below buttons: "Video vs phone visits. Learn how they work."
- Section separator: A horizontal line.
- Text: "What's the best number to reach you at during your visit?"
- Form: A text input field with a green arrow pointing to it. To the right of the field is the text "Why do we need this?".
- Bottom navigation: Two buttons, "BACK" and "CONTINUE".

\*Options could vary, based on your current location.

# Payment Information and Your Profile

Process is the same using the mobile app

- Your visit cost is confirmed on this screen; please double-check your payment method
- Please update your health profile, pharmacy and primary care physician, as needed.
- Click **CREATE APPOINTMENT** to move to the waiting room.

Welcome back [Name]! Has any of your information changed since you last updated it on May 7, 2019?

**Visit Details** [Change](#)  
Consultation Method: Phone  
Reason for Visit: Sinus And Cold Symptoms

**Health Profile** [Change](#)  
Last Updated:  
Height: Weight:  
Female Health Conditions: Is Pregnant: , Is Breast Feeding: , and Menstrual Cycle:  
Conditions:  
Allergies: None  
Surgeries: None  
Medications: None

**Pharmacy** [Change](#)  
Walgreens Drug Store 02193  
13628 W STATE ROAD 84, Davie, FL 33325  
954-474-7123

**Payment Method** [Change](#)

**Primary Care Physician** [Change](#)  
Share Visit Info with PCP: Not Answered

**Payment Breakdown**  
Regular E-Visit Cost: \$44.00  
MDLIVE balance: \$0.00  
**Your Cost Today: \$44.00**

Coupon Code

If MDLIVE was not available, where would you have gone?  
Choose One

I certify that I have read and accept the terms of MDLIVE Medical Group's Informed Consent. (Required)

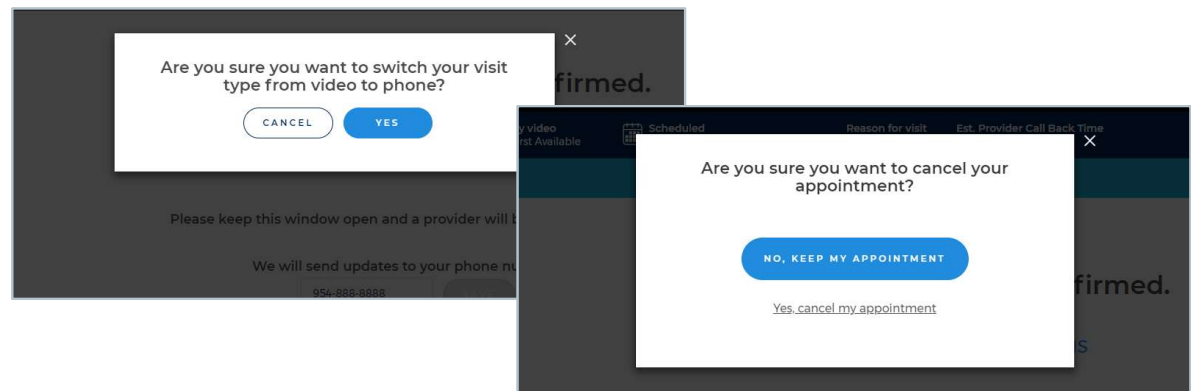
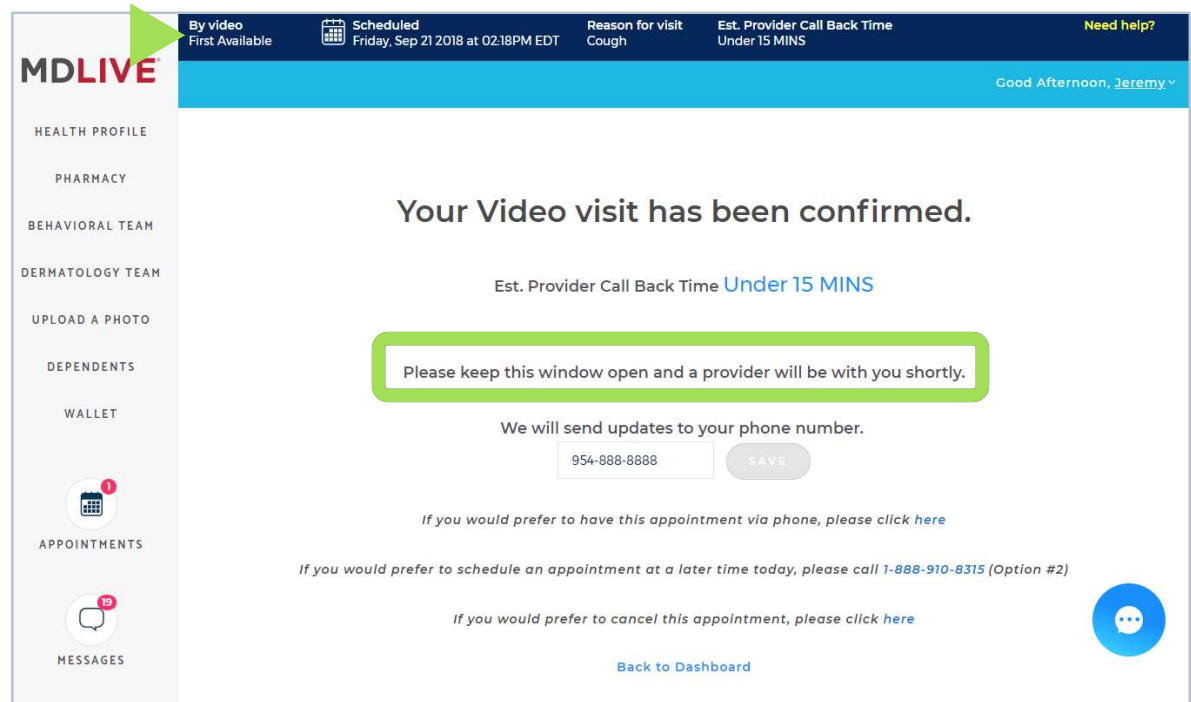
I have read MDLIVE Medical Group's Privacy Policy and I acknowledge that I have the ability to print a hard copy of the Privacy Policy for my records. (Required)

Please enter your initials:   
"(sm)"

# Waiting Room Screen

Process is similar using the mobile app.

- A summary of your upcoming visit is across the top of the window, including the estimated wait time.
- If you are waiting for a video visit, keep this window open; the doctor will contact you here
- You may also change or cancel your visit here, if necessary

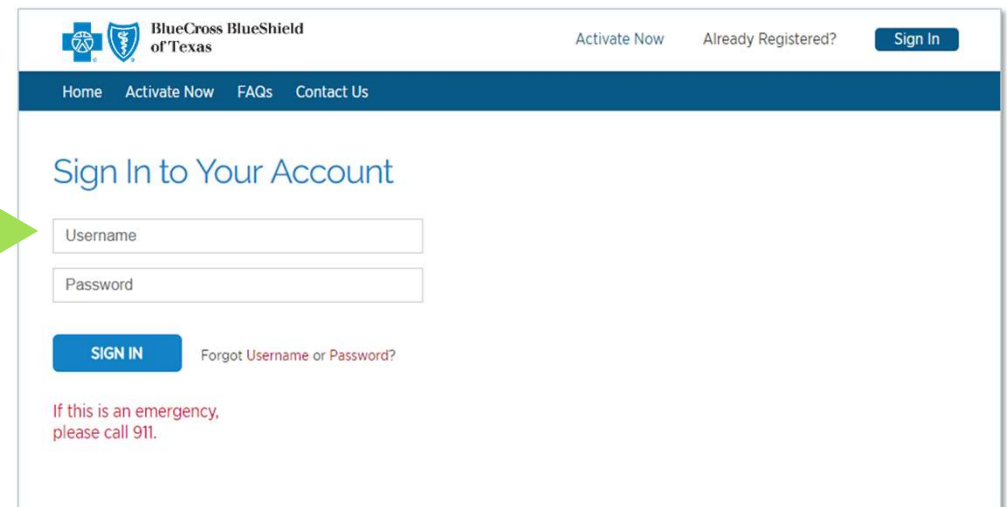
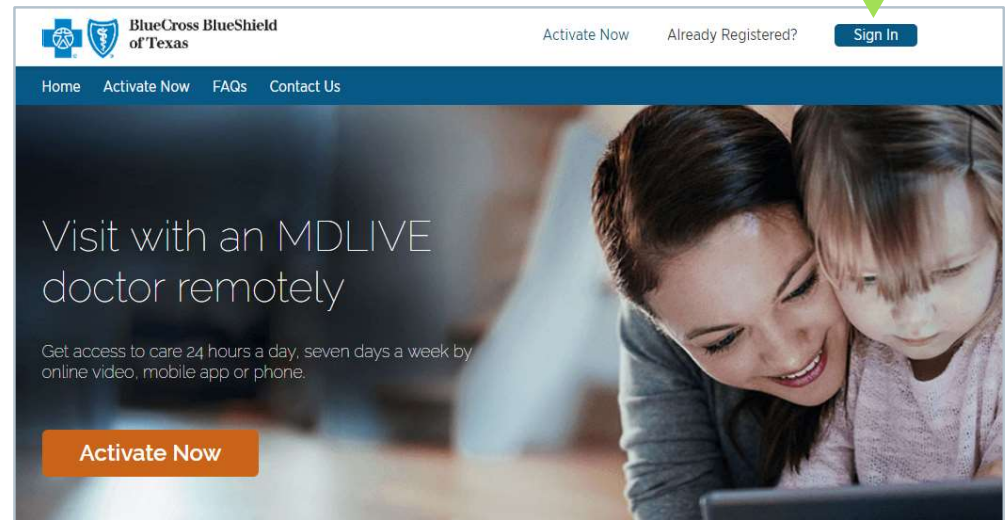




# Return Visits

Process is the same using the mobile app

- From your desktop computer, go to [mdlive.com/bcbstx](https://mdlive.com/bcbstx) (or open the MDLIVE mobile app) and click the **Sign In** tab
- Enter your username and password, then follow the prompts to set up a new visit



# Optional slides

## Registering for virtual visits with:

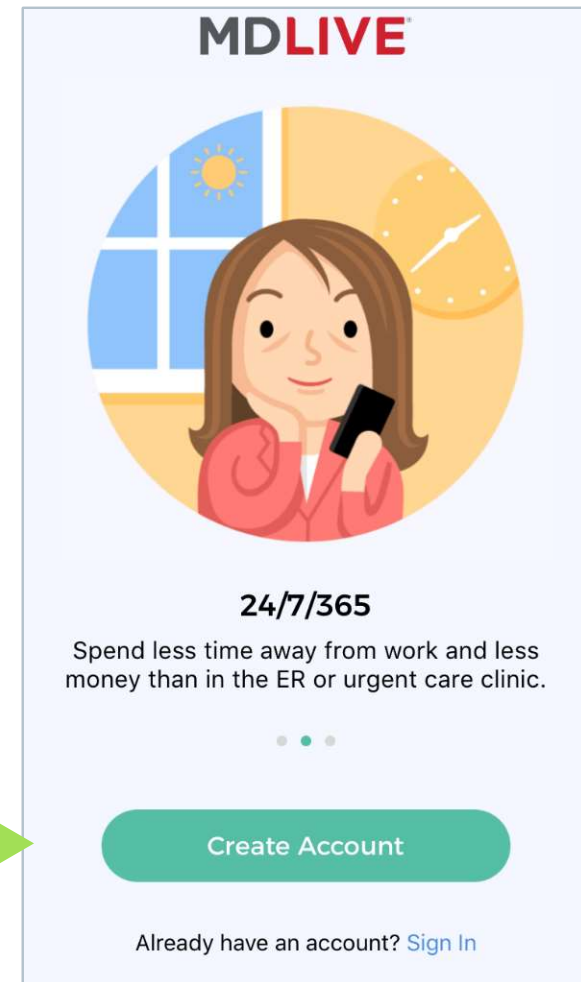
- **Mobile app**
- **Text assistant**
- **Telephone**



# Mobile App Registration

# Activate Your Account: Step 1

- Download the MDLIVE mobile app from the App Store or Google Play Store to your phone or tablet
- Launch the app and tap **Create Account** at the bottom of the screen





# Activate Your Account: Step 2

Fill out each field with your information

The image displays two overlapping screenshots of the MDLIVE account activation form. Both screenshots feature the MDLIVE logo at the top. The left screenshot shows the 'Personal Information' section with three input fields: 'First Name', 'Last Name', and 'E-mail Address'. A green 'NEXT' button is positioned at the bottom right of the form area. Below the form, there is a link that says 'Existing user? Sign in'. The right screenshot shows the same 'Personal Information' section but with three different input fields: 'Date of Birth', 'Phone Number', and 'Gender'. At the bottom of this form area, there are two green buttons: 'PREVIOUS' on the left and 'SUBMIT' on the right. Below this form, there is also a link that says 'Existing user? Sign in'.

# Activate Your Account: Step 3

Check the box for **MDLIVE as a Benefit** since the virtual visit program is a part of your BCBSTX medical coverage

**MDLIVE**

Personal Information

Gender  
Male

Zip Code  
11221

**MDLIVE as a Benefit**

Do you receive MDLIVE as a benefit through an employer, insurance provider or organization.

**PREVIOUS** **NEXT**

Existing user? [Sign in](#)

# Activate Your Account: Step 4

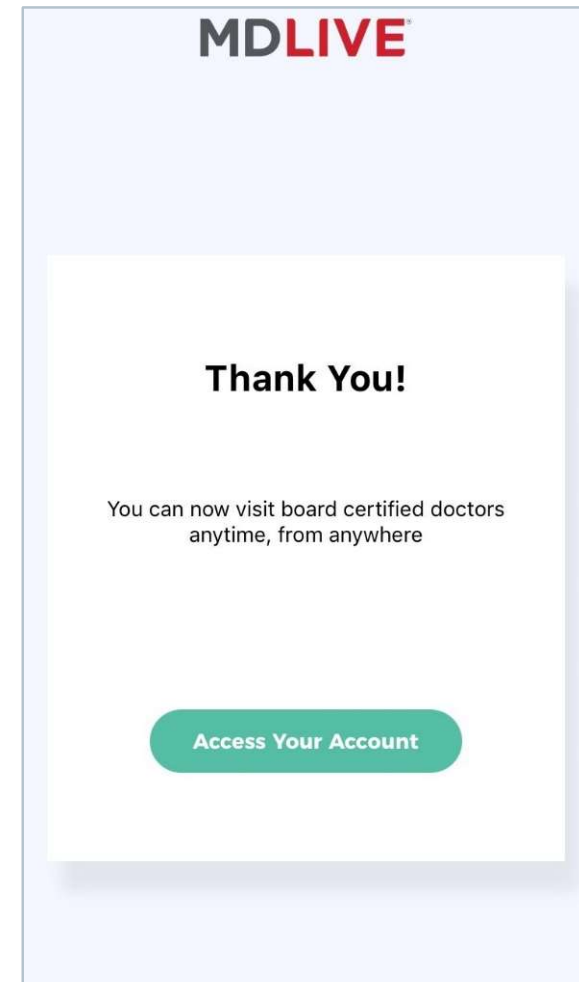
- Start typing your employer name in the company name field; it will appear in the dropdown menu for you to select
- Enter your member ID number from your insurance card



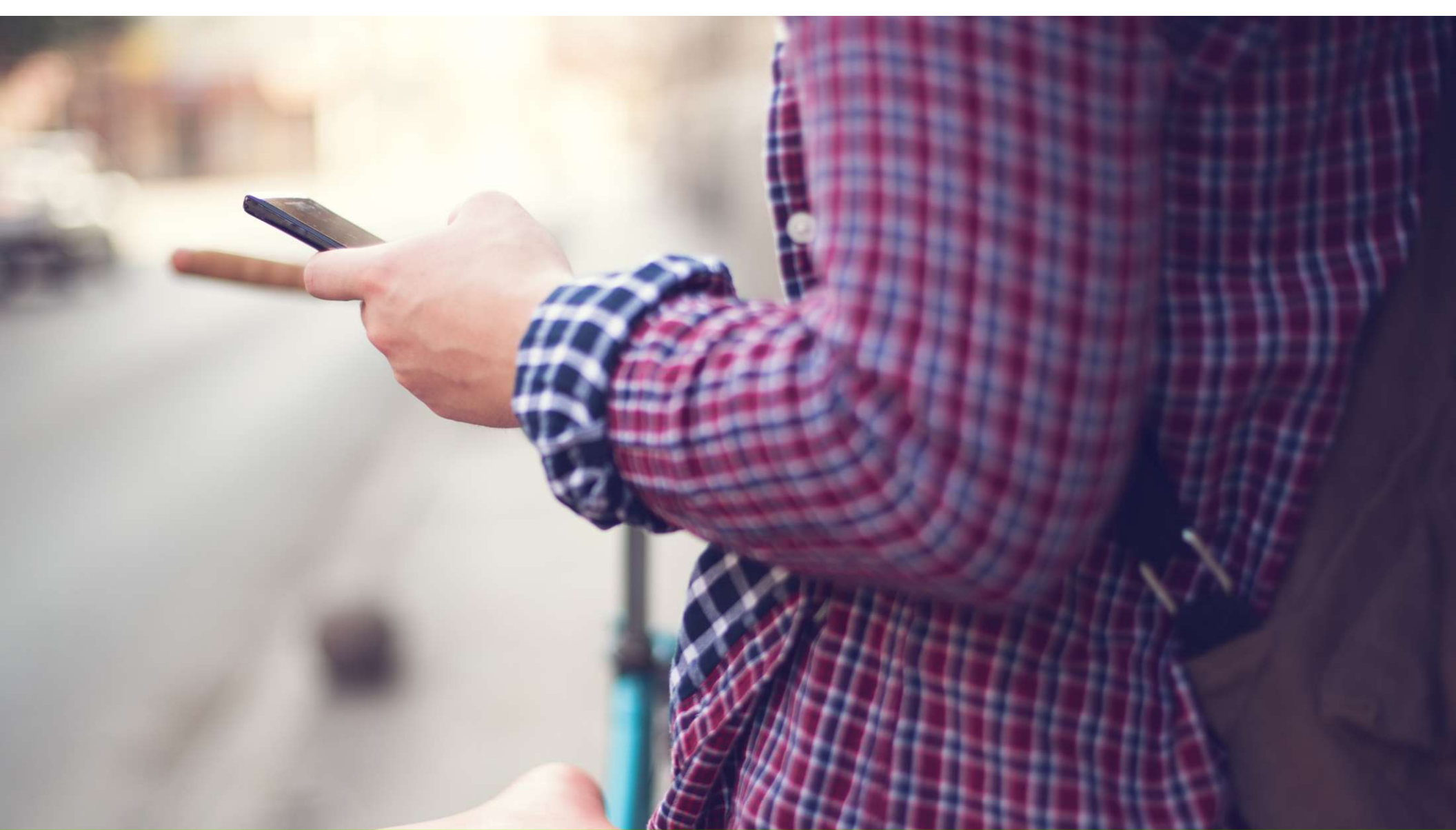
The screenshot shows the MDLIVE account activation interface. At the top, the MDLIVE logo is displayed. Below it, the text "MDLIVE as a Benefit" is centered above a horizontal line. Underneath the line is a text input field with the placeholder text "Employer, Insurance Provider, or Org...". A green arrow points to this field from the left. At the bottom of the form, there are two buttons: "PREVIOUS" and "SUBMIT". Below the buttons, the text "Existing user? Sign in" is displayed.

# Activate Your Account: Step 5

Once your registration is complete, you are ready to use your account





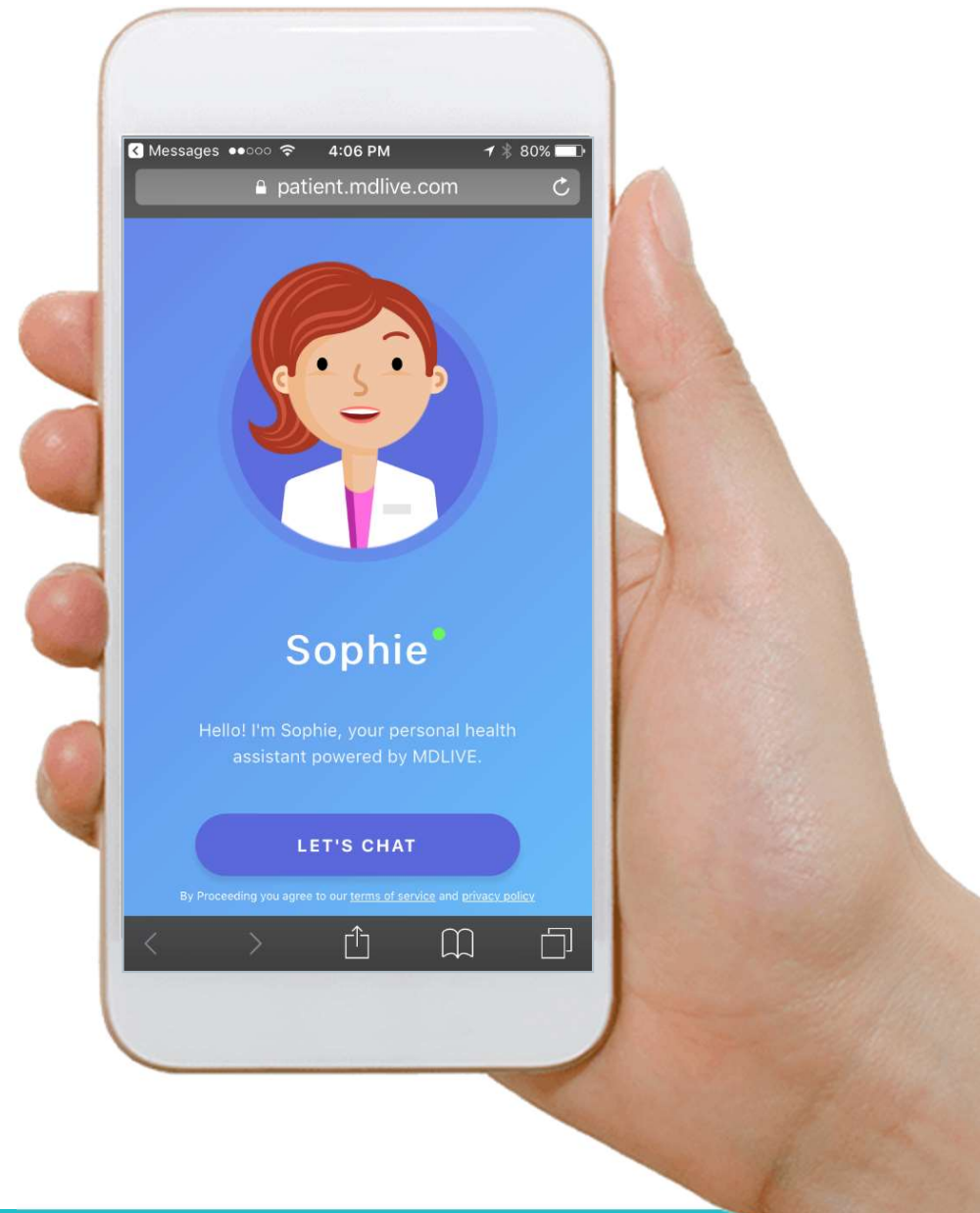


# Text Assistant Registration

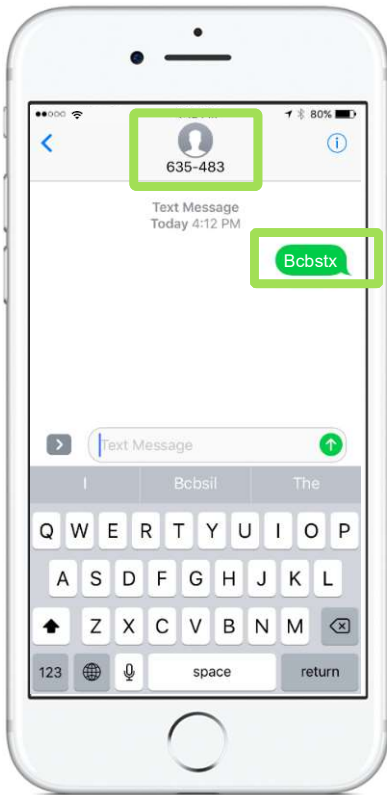
# Quick and Easy Registration

You can use a friendly online assistant, Sophie, to create your MDLIVE account

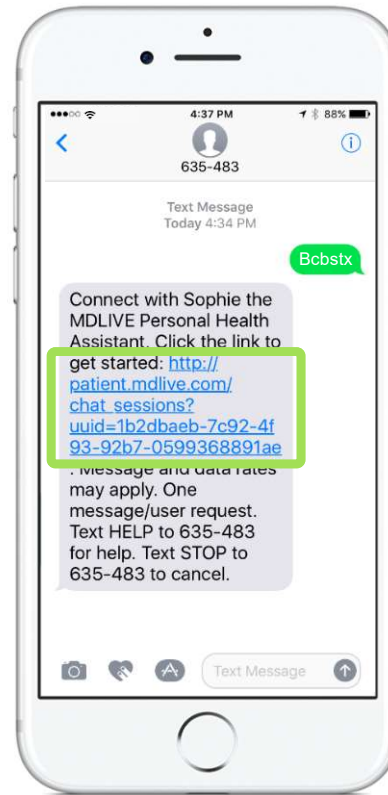
Sophie will guide you step by step through a text-style interview



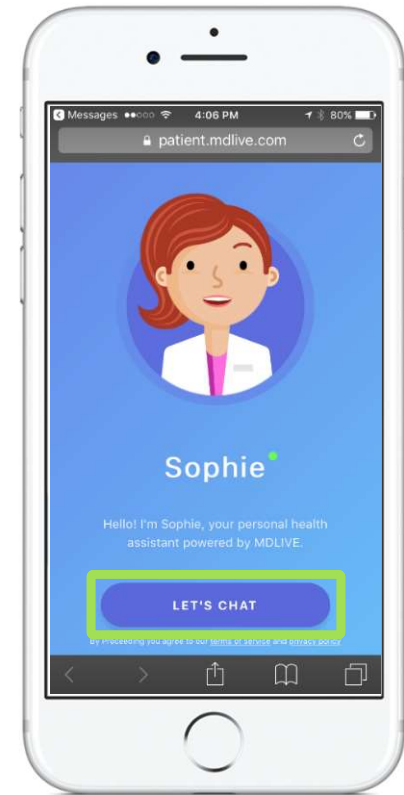
# Have Sophie Walk You Through Registration



Text **BCBSTX** to 635483

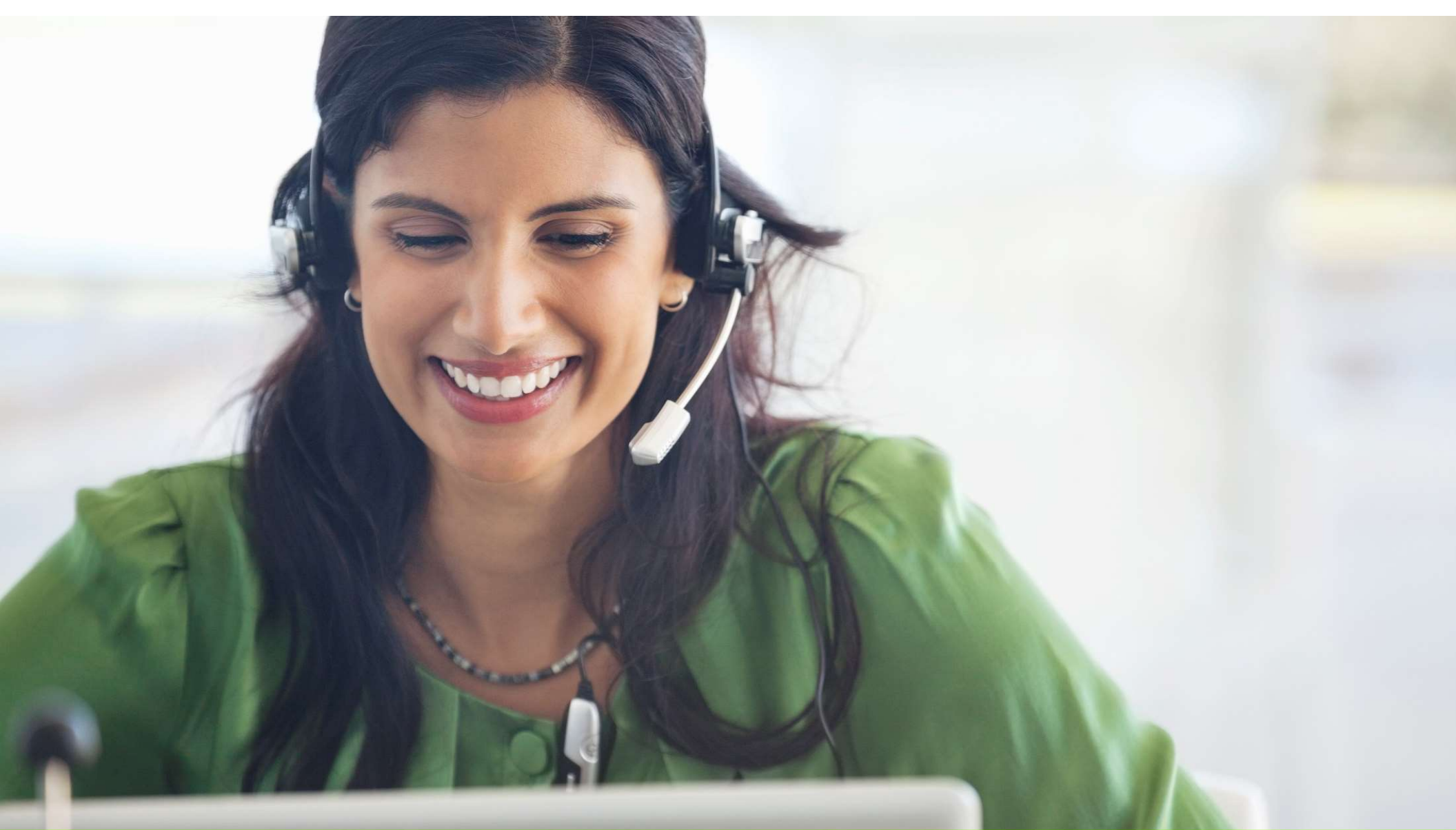


Tap the link to connect to Sophie



Tap **Let's Chat** to launch registration with Sophie





# Telephone Registration



# Call MDLIVE

## 888-680-8646

- Speak with a health service specialist to create your account
- Have your BCBSTX member ID handy
- If you need a visit, the health service specialist can schedule an appointment for you

**For questions about your BCBSTX benefits, call the number on the back of your member ID card**