

Care When and Where Your Customers Need It Just Got Easier

Virtual Visits

Providing your customers access to independently contracted health care professionals



Convenient

Access where mobile app, online video or telephone is available¹



Professional

Board-certified doctors, prescriptions sent to a pharmacy of member's choice



Cost-effective

Potential redirection of high-cost urgent care and emergency room visits

Virtual visits provide a live consultation between a doctor and a member for many non-emergency medical and behavioral health needs.

The virtual visits program offers employers:

- Convenience with doctors available 24 hours a day, seven days a week
- Potential decrease in employee absences and improved productivity
- Seamless access to the portal from Blue Access for MembersSM
- Integration with Blue Cross and Blue Shield of Texas (BCBSTX) transparency products²

For more information, contact your BCBSTX Account Representative.

¹Internet/Wi-Fi connection is needed for computer access. Data charges may apply when using a tablet or smartphone. Check phone carrier's plan for details. Video on-demand consultations for behavioral health are available by appointment. Service is limited to interactive-audio (phone only) consultations, 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 employee's location.

²Access to certain transparency products may not be available on all plans. 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.

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

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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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