



## Virtual Visits: Get 24/7 Care, Anywhere

With Virtual Visits, the doctor is always in. Get 24/7 non-emergency care from a board-certified doctor by phone, online video or mobile app from the privacy and comfort of your own home.

Virtual Visits, provided by Blue Cross and Blue Shield of Texas (BCBSTX) and powered by MDLIVE®, are a convenient alternative for treatment of more than 80 health conditions, including:

- Allergies
- Cold/Flu
- Fever
- Headaches
- Nausea
- Sinus infections

Virtual Visits with licensed behavioral health therapists are available by appointment. Get virtual care for:

- Anxiety
- Depression
- Stress management
- And more

**Virtual Visit doctors can even send an e-prescription to your local pharmacy.**



# Activating your account is easy!



1. Log in to Blue Access for Members<sup>SM</sup> at [bcbstx.com/member](https://bcbstx.com/member)
2. Click the **Find Care** tab
3. Then, click **Virtual Visits**
4. Select the **Schedule a Virtual Visit** tab

Member Services

These tools and services can help you use your Blue Cross and Blue Shield of Texas (BCBSTX) membership.

**Blue Access for Members<sup>SM</sup> (BAM<sup>SM</sup>)**

Log in to your account to access your health plan information. You can find a doctor, pay your bill, review coverage, and set your preferences for how we communicate with you.

**1** [Log In to Your Account](#)

[Dashboard](#) [Claims](#) [Coverage](#) **2** [Find Care](#) [Wellness](#)

Find Care

[Medical](#) [Dental](#) **3** [Virtual Visits](#)

**Virtual Visits**

With Virtual Visits, you can speak to board-certified MDLIVE<sup>®</sup> doctors and therapists, 24 hours a day, seven days a week. Talk to an independently contracted, licensed professional at home, work or many other places. Providers can help you with many non-emergency health issues. Also, a virtual visit can cost less than going to an urgent care or emergency room.

**4** [Schedule a Virtual Visit](#)

Your online visit can happen using online video or a mobile app<sup>1</sup>.

Virtual Visits may not be available on all plans. 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.

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

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