

MDLIVE Telemedicine



2017 Blue Solutions (2-50) plans give members a new way to get care, anytime and anywhere.

Independence Blue Cross (Independence) now offers a convenient new way for members to get care, anytime, anywhere. MDLIVE, a leading telemedicine vendor, offers secure, 24/7 access to board-certified physicians via secure video chat, over the telephone, or through the mobile app.

Telemedicine is a convenient alternative when members can't visit a doctor in person. Plus, it's more cost-effective than visiting a hospital emergency room for non-emergency conditions, or when visiting a doctor's office or retail clinic isn't possible.

Fast and effective

Once a member is logged in to MDLIVE, they can access a physician within minutes. Members have three secure options for receiving care: secure video chat, telephone, and mobile app.

During a session, providers can diagnose and prescribe medications for many common conditions, including:

- Allergies
- Asthma
- Cold and flu
- Ear infections
- Joint aches and pains
- Nausea and vomiting
- Pink eye
- Sinus problems

Convenient and affordable

Help your employees avoid long waits and save money with this secure telemedicine option.

- Beginning January 1, 2017, available on renewal/effective date of coverage
- Real time coverage verification
- Independence members never pay more than \$40 per session
- For all plans, fee accumulates to the in-network out-of-pocket maximum
- For plans where the in-network deductible applies to office visits, the fee accumulates to the in-network deductible
- Electronic health record sent to member's Primary Care Physician
- For true emergencies, no fee is collected and member is directed to call 911 or go to the nearest emergency room

Members can avoid long waits and save money with our secure telemedicine option.

Contact your Independence account executive for more information.



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MDLIVE Telemedicine



Registration is easy!

Members have three options to contact a physician via MDLIVE:

- Download the MDLIVE app on a smartphone
- Visit mdlive.com/ibx
- Call (877)764-6605

The account activation process is safe and secure. Members will be asked a few questions to get started. To avoid delays in receiving care, we encourage members to activate their accounts as soon as they are eligible for coverage.

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MDLIVE is a separate and independent company from Independence Blue Cross. MDLIVE is an independent company providing telemedicine services for Independence Blue Cross. MDLIVE services are limited in Idaho and Texas and not available in Arkansas. Availability may be subject to change.*MDLIVE does not replace the primary care physician. MDLIVE is not an insurance product nor a prescription fulfillment warehouse. MDLIVE operates subject to state regulation 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 which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services. MDLIVE interactive audio consultations with store and forward technology are available 24/7/365, while video consultations are available during the hours of 7 am to 9 pm, 7 days a week or by scheduled availability. For complete terms of use visit www.mdlive.com/pages/terms.html.

Independence Blue Cross is an independent licensee of the Blue Cross and Blue Shield Association.



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