

# Medical Virtual Visits: care when you need it – any time, any place

Virtual Visits let you consult with health care providers online so you can get care from the comfort of your own home when you or your family members aren't feeling well. If you are enrolled in a HealthSelect<sup>SM</sup> plan, including Consumer Directed HealthSelect<sup>SM</sup>, you have access to medical and mental health Virtual Visits. It's a great option for getting care when you can't get to the doctor's office.

## Read about Michael's medical Virtual Visits experience:

Michael's son, Ethan, suffers from allergies. When the pollen is high, Ethan's eyes water and itch. Now, however, Michael's not sure if Ethan's sore throat and runny nose are allergy-related or something worse. Michael decides to use Virtual Visits to get care for Ethan.

**Medical Virtual Visits are available at**

# No cost = \$0 copay

**if you are enrolled in HealthSelect of Texas<sup>®</sup>, HealthSelect<sup>SM</sup> Out-of-State or HealthSelect<sup>SM</sup> Secondary.**

**Consumer Directed HealthSelect participants pay 20% coinsurance once they've met their deductible.**



### You have the choice of two Virtual Visits providers:

Michael logs into the Virtual Visits account he had already set up, selects Ethan's name and chooses "medical visit." He sees that on his HealthSelect of Texas plan, the cost is \$0. The estimated wait time is only ten minutes.

### Doctor on Demand<sup>®</sup>



[doctorondemand.com](http://doctorondemand.com)  
(800) 997-6196 (TTY: 711)

### MDLIVE<sup>®</sup>



[mdlive.com/healthselect](http://mdlive.com/healthselect)  
(800) 770-4622 (TTY: 711)

### Medical Virtual Visits available

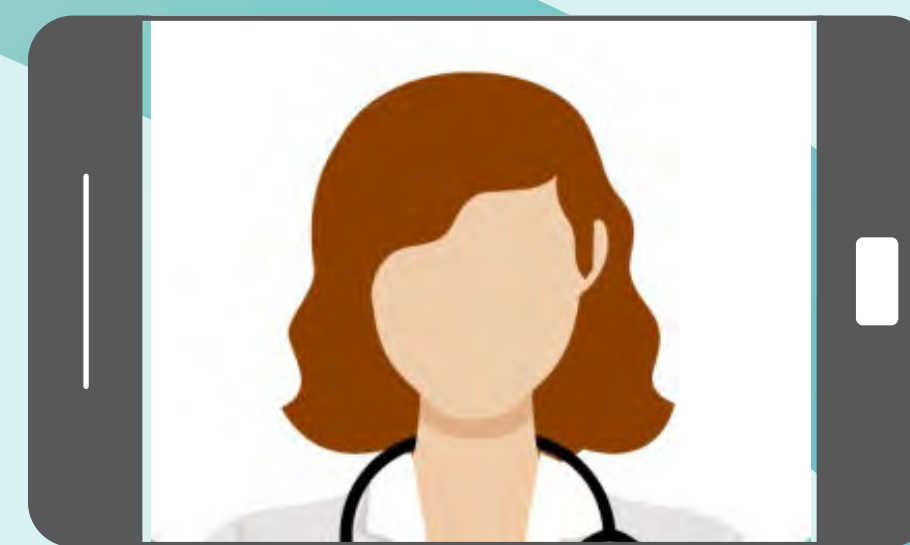
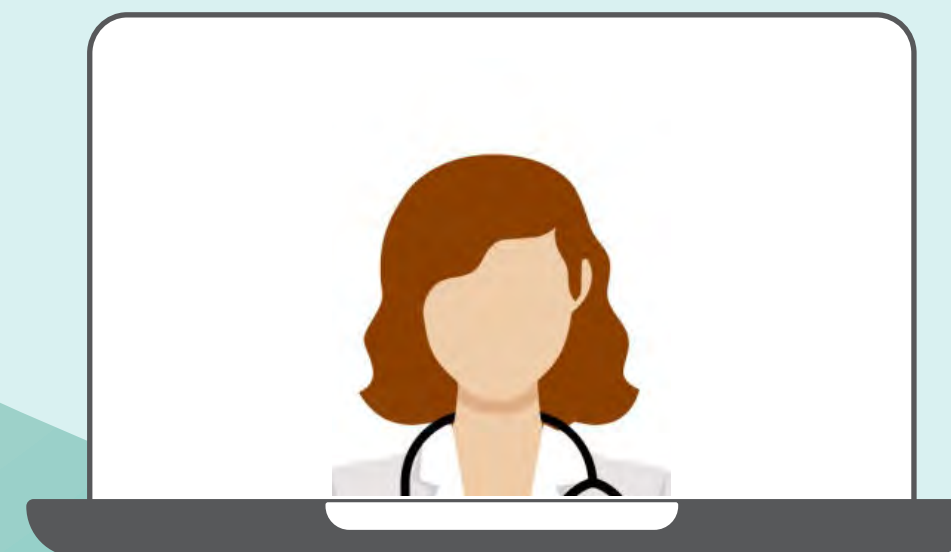
# 24 hours, 7 days/week

Michael and Ethan meet with Dr. Lee using Michael's smartphone. She reviews Ethan's medical history and asks him how he's feeling. Dr. Lee diagnoses Ethan with an upper respiratory infection and prescribes medication. She sends the order to Ethan's pharmacy.



### Medical Virtual Visits are available by phone or online video

Thanks to Virtual Visits, Ethan gets care that has him feeling better fast, all from the comfort of home and at no out-of-pocket cost. It gives Michael peace of mind knowing his HealthSelect benefits offer his family the option for care, whenever they need it and wherever they are.



Learn more at [www.healthselectoftexas.com](http://www.healthselectoftexas.com) on the *Virtual Visits* page. You can also read [Sam's Mental Health Virtual Visits Participant Journey](#) to see how he seeks care when he's feeling stressed.

If you have questions about Virtual Visits, call a Blue Cross and Blue Shield of Texas Personal Health Assistant toll-free at **(800) 252-8039 (TTY:711)**, Monday – Friday, 7 a.m. – 7 p.m. and Saturday, 7 a.m. – 3 p.m. CT.

In the event of an emergency, this service should not take the place of an emergency room or urgent care center. MDLIVE and Doctor On Demand doctors do not take the place of your primary care doctor. Internet/Wi-Fi connection is needed for computer access. Data charges may apply. Check your cellular data or internet service provider's plan for details. Non-emergency medical service in Idaho, Montana and New Mexico is limited to interactive audio/video (video only). Non-emergency medical service in Arkansas is limited to interactive audio/video (video only) for initial consultation. Service availability depends on location at the time of consultation. Medical virtual visits are subject to the terms and conditions of your benefit plan, including benefits, limitations, and exclusions. Mental health virtual visits are subject to the terms and conditions of your mental health office visit benefit of your plan, including benefits, limitations and exclusions. Claims for medications prescribed as part of mental health virtual visits are treated the same as those prescribed during a mental health office visit. The telemedicine services made available through Doctor On Demand are provided by licensed physicians practicing within a group of independently owned professional practices collectively known as "Doctor On Demand Professionals." These professional practices provide services via the Doctor On Demand telehealth platform. Doctor On Demand, Inc. does not itself provide any physician, mental health or other healthcare provider services.

MDLIVE and Doctor On Demand operate subject to state regulations and may not be available in certain states. MDLIVE and Doctor On Demand are not insurance products nor prescription fulfillment warehouses. MDLIVE and Doctor On Demand do not guarantee that a prescription will be written. MDLIVE and Doctor On Demand do not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE and Doctor On Demand physicians reserve the right to deny care for potential misuse of services. MDLIVE is a separate company that operates and administers the virtual visits program 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 written permission. Doctor on Demand is an independent company that operates and administers the virtual visit program for Blue Cross and Blue Shield of Texas. Doctor on Demand is solely responsible for its operations and for those of its contracted providers.

Blue Cross and Blue Shield of Texas is the third-party administrator for HealthSelect of Texas<sup>®</sup> and Consumer Directed HealthSelect<sup>SM</sup>. Blue Cross<sup>®</sup>, Blue Shield<sup>®</sup> and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of Independent Blue Cross and Blue Shield Plans. 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