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Virtual Visits



What Is a Virtual Visit?

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A Virtual Visit gives you the opportunity to talk to a qualified provider via phone or video chat at your convenience, whether you are traveling, at work or at home.





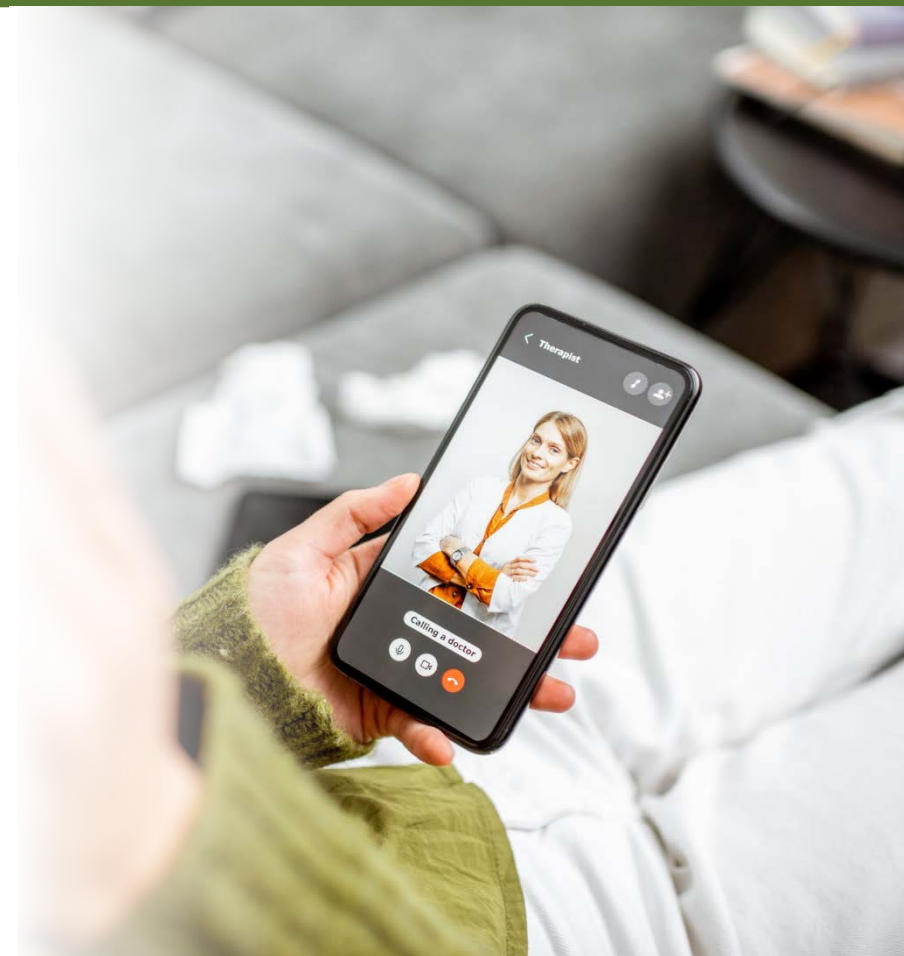
Advantages of Virtual Visits

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Advantages of Virtual Visits include:

- Convenient care when needed
- Eliminates transportation barriers, long commutes and makes health care accessible for more individuals
- Less disruption to daily schedules
- Childcare flexibility
- Avoid spending time in waiting rooms





Virtual Visits Providers

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You have two options to choose from for medical Virtual Visits and mental health Virtual Visits:



Doctor On Demand[®]
doctorondemand.com
(800) 997-6196



MDLIVE[®]
mdlive.com/healthselect
(800) 770-4622



Medical Virtual Visits

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- 24/7 access to licensed board-certified doctors, including holidays online or by phone
- **No cost** for medical Virtual Visits if you are enrolled in HealthSelect of Texas[®], HealthSelectSM Out-of-State or HealthSelectSM Secondary
- Consumer Directed HealthSelectSM participants are required to meet annual deductible before Virtual Visits are covered





Medical Virtual Visits

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Virtual Visits doctors can provide treatment for conditions including:

- Allergies
- Asthma
- Bladder and urinary tract infections
- Bronchitis
- Cold and flu
- Ear problems
- Headaches
- Nausea
- Pinkeye
- Sore throat
- Rash





Mental Health Virtual Visits

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- Mental health Virtual Visits are conducted online via video conference
- Appointments must be made in advance
 - Typically available within 5-7 days but could take up to two weeks
- Psychiatrists are able to prescribe medication, if appropriate
 - No controlled substances





Mental Health Virtual Visits

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Examples of conditions that can be treated include:

- Addiction
- Anger management
- Anxiety
- Depression
- Insomnia
- Stress
- Substance abuse
- Trauma and loss





Mental Health Virtual Visits

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- **No cost** for mental health Virtual Visits if you are enrolled in HealthSelect of Texas, HealthSelect Out-of-State or HealthSelect Secondary
- Consumer Directed HealthSelect participants are required to meet annual deductible before Virtual Visits are covered





Get Started

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Get Started

Tell us a little more and we'll get you in to see our providers. Creating an account is free!

- 8 characters minimum
- One lowercase character
- One uppercase character
- One number

MM/DD/YYYY

☐ I agree to Doctor On Demand's [Terms of Use and Informed Consent.](#)

Create Account

Already a Member? [Sign In](#)

Doctor On Demand
doctorondemand.com
(800) 997-6196

App Store 10:21 AM 89%

MDLIVE[®]

24/7/365

Spend less time away from work and less money than in the ER or urgent care clinic.

Create Account

Already have an account? [Sign In](#)

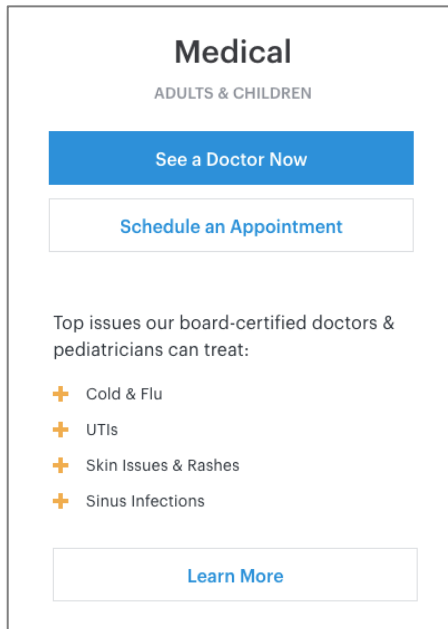
MDLIVE
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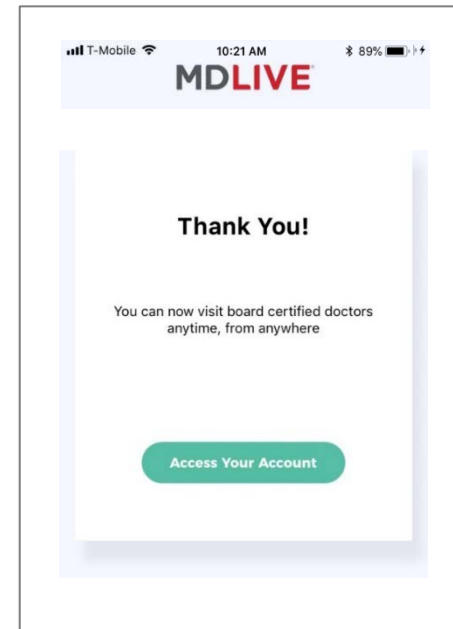
Appointments

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Doctor On Demand
doctorondemand.com
(800) 997-6196



MDLIVE
mdlive.com/healthselect
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Your HealthSelect Benefits

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Telemedicine through an in-network provider

- Visits are covered at the same benefit level as in-person visits to in-network providers.

Virtual Visits through Doctor On Demand and MDLIVE

- **No cost** if you are enrolled in HealthSelect of Texas, HealthSelect Out-of-State or HealthSelect Secondary
- If you are enrolled in Consumer Directed HealthSelect, you will be required to meet your annual deductible before Virtual Visits are covered, and then they'll be subject to the coinsurance after your deductible is met.



BCBSTX Contact Information

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If you have any questions about medical or mental health Virtual Visits, call a BCBSTX Personal Health Assistant toll-free at **(800) 252-8039**, Monday–Friday: 7 a.m. - 7 p.m. and Saturday: 7 a.m. - 3 p.m. CT.

You can also find more information on how to register for Virtual Visits by visiting the Virtual Visits page of the HealthSelect of Texas website at **healthselectoftexas.com/content/medical-benefits/virtual-visits**.



Thank You

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Disclosures

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. 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.

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