

## CARE WHERE AND WHEN YOU NEED IT

JUST GOT EASIER WITH VIRTUAL VISITS

### Consult a doctor anytime online or by phone

Simple, non-emergency medical health conditions can be addressed by phone, video or mobile app. Prescriptions can be sent directly to your pharmacy if needed.



#### Benefits

Virtual visits are available at no cost to you if you are enrolled in HealthSelect<sup>SM</sup> of Texas, HealthSelect Out-of-State and HealthSelect Secondary.

Consumer Directed HealthSelect<sup>SM</sup> participants will be required to meet their annual deductible before visits are covered, subject to the coinsurance after the deductible is met.



#### Connect

Get access using a smartphone, tablet or computer. Connect with a doctor via online video or by telephone anywhere a connection is available 24/7 any time, seven days a week.

You have a choice between two providers. Connect with Doctor On Demand at [doctorondemand.com](http://doctorondemand.com) or MDLIVE at [mdlive.com/healthselect](http://mdlive.com/healthselect).



#### Consult

Talk real-time or schedule a visit with a board-certified doctor.

Get treatment for conditions such as:

- Allergies
- Bladder/Urinary Tract infection
- Bronchitis
- Cold and flu
- Headache
- Nausea
- Pink eye
- Sore throat
- Rash



#### Diagnose

After the doctor provides a diagnosis, prescriptions can be electronically sent to the pharmacy of your choice (when appropriate).

# Create Your Account Now and Be Ready When You Need It



## Go online or download the app

All you need is an Internet connection or your mobile phone and visit **Doctor On Demand** or **MDLIVE** by website or app



## Create your account

Have your medical ID card handy



## Choose a doctor

Make an immediate appointment or schedule for later



## Consult with a board-certified doctor

### Need assistance signing up or have questions about how to use virtual visits?

Call a Blue Cross and Blue Shield 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. central time

[www.healthselectoftexas.com](http://www.healthselectoftexas.com)

### Doctor On Demand®

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

### MDLIVE®

- [mdlive.com/healthselect](http://mdlive.com/healthselect)
- **(800) 770-4622 TTY: (800) 770-5531**



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. 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 are independent companies that 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 and Doctor On Demand are independent companies that operate and administer the virtual visit program and are solely responsible for their operations and that of their contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission.

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