CARE WHERE AND WHEN YOU NEED IT
Consult with a doctor or mental health professional

Medical virtual visits
Medical virtual visits are typically one-time consultations with a board-certified doctor about a specific medical condition. With medical virtual visits, you have access to a licensed board-certified doctor 24 hours a day, 7 days a week, including weekends and holidays.

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

Benefits:

- HealthSelect of Texas® and HealthSelectSM Out-of-State: no cost to you
- HealthSelectSM Secondary: no cost to you
- Consumer Directed HealthSelectSM: must meet annual deductible before visits are covered, subject to coinsurance after deductible is met

Mental health virtual visits
Mental health virtual visits are similar to an outpatient visit to a provider’s office, but the visit is conducted online. Providers include licensed mental health professionals such as therapists, social workers, psychologists and psychiatrists. You must make appointments in advance – appointments are typically available within 5-7 days on average, but could take up to two weeks.

- Anxiety
- Depression
- Relationship issues
- Trauma and loss
- Insomnia
- Addiction
- Stress
- Anger management

Benefits apply based on the in-network mental health office visit benefit:

- HealthSelect of Texas and HealthSelect Out-of-State: $25 copay then 100% coverage
- HealthSelect Secondary: 70% of the allowable amount after the annual deductible is met
- Consumer Directed HealthSelect: 80% of the allowable amount after the annual deductible is met
Connect
Connect with a medical doctor via online video or by telephone anywhere a connection is available 24 hours a day, seven days a week.

For mental health virtual visits, make an appointment online and connect by video conference. You have a choice between two providers.

Doctor On Demand®
doctorondemand.com
(800) 997-6196 (TTY: 711)

MDLIVE®
mdlive.com/healthselect
(800) 770-4622 (TTY: 711)

Create an Account
1. 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

2. Create your account
   Have your medical ID card handy

3. Choose a doctor
   Make an immediate appointment or schedule for later

4. Consult with a board-certified doctor or licensed mental health professional

Call a BCBSTX Personal Health Assistant
Need assistance signing up or have questions about how to use virtual visits?

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

www.healthselectoftexas.com

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 a group of independently owned professional practices 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 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.

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