

# GET CARE ANYTIME WITH VIRTUAL VISITS



Consult a doctor anytime online or by phone

## Not the right time to visit the doctor?

Getting sick never comes at a good time. When you don't feel well or your child is sick, you may not want to leave home. With virtual visits, you and your covered dependents can talk to a doctor without leaving your home or office. A virtual visit is an option for you when you can't get to your doctor, when you get sick while traveling, or as an alternative to the emergency room or an urgent care facility.<sup>1</sup>

## Here's how virtual visits works:

- With virtual visits, you can speak to a doctor right away or make an appointment to see a doctor in the future based on what works best for you.
- A doctor can see you 24/7 any time, any day of the week.
- You can choose between MDLIVE<sup>®</sup> or Doctor on Demand.<sup>2</sup>
- You can have real-time consultations with a board-certified doctor from your computer, phone or mobile device.<sup>3</sup>
- Virtual visit doctors can diagnose and treat a wide range of medical conditions. See the back page for examples of conditions that the virtual visits doctor can treat.
- Most virtual visits take 10 to 15 minutes.
- If needed, prescriptions can be sent electronically to the pharmacy of your choice.
- There is no copay if you are enrolled in HealthSelect of Texas.<sup>4</sup>

## How to take advantage of virtual visits

Sign-up for virtual visits will be available through MDLIVE or Doctor on Demand. If you previously participated, you must re-enroll to continue access to virtual visits. Spouses and covered dependents are also able to sign up.





### Connect

Access using a mobile app, through online video or by telephone anywhere a connection is available



### Consult

Real-time interaction with a board-certified doctor



### Diagnose

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

With virtual visits, doctors can provide general health treatment and pediatric care for the following conditions and more:

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

See your primary care physician for complex or chronic conditions, injuries requiring bandaging or sprains and broken bones or anything requiring an exam or test.

### Get connected!

Registration is easy. You will be able to register by going online to the HealthSelect website at [www.healthselectoftexas.com](http://www.healthselectoftexas.com).

All you'll need to provide is your first and last name, date of birth and HealthSelect member ID.

<sup>1</sup> 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.

<sup>2</sup> MDLIVE and Doctor On Demand are independent companies that provide virtual visit services for Blue Cross and Blue Shield of Texas. MDLIVE and Doctor On Demand 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. 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 is not an insurance product nor a prescription fulfillment warehouse. MDLIVE operates subject to state regulations and may not be available in certain states. MDLIVE does 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 physicians reserve the right to deny care for potential misuse of services.

<sup>3</sup> Internet/Wi-Fi connection is needed for computer access. Data charges may apply when using your tablet or smartphone. Check your phone carrier's plan for details. Service is limited to interactive-audio/video (video only), along with the ability to prescribe, when clinically appropriate, in Idaho, Montana, New Mexico and Oklahoma. Virtual visits are currently not available in Arkansas. Service availability depends on member's location.

<sup>4</sup> Your copay for virtual visits services may be as low as \$0. HealthSelect<sup>SM</sup> of Texas (In-Area) and HealthSelect of Texas (Out-of-State) members: \$0 copay. Consumer Directed HealthSelect<sup>SM</sup> - network deductible and then 20% coinsurance. HealthSelect Secondary - network deductible and then 30% coinsurance.

Blue Cross and Blue Shield of Texas is the third-party administrator for the HealthSelect of Texas<sup>SM</sup> and Consumer Directed HealthSelect<sup>SM</sup> plans.

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