

# YOUR GUIDE TO NO-COST TELEHEALTH VISITS DURING THE STATE OF EMERGENCY

To help alleviate the burden on provider offices, urgent care centers and hospitals during this time of heightened activity around the COVID-19 pandemic, telehealth visits will be covered at no cost to members for the next 90 days (effective March 13, 2020).

## Visit your primary care doctor or specialist via Telehealth.

Visits can be conducted via telephone, e-mail, or video chat. You should ask your provider in advance if they are equipped to conduct telehealth visits.

**When your doctor isn't available, Telemedicine may be an option for you.** Whether you need a consultation for acute, non-emergency conditions, or someone to talk to during a challenging time, our partnership with MDLIVE gives you convenient access to medical and behavioral health care 24/7/365 from the comfort of your home.

## You can register for our Telemedicine program in one of the following ways:



Logging in to  
**ExcellusBCBS.com/MEMBER**



Downloading the  
**MDLIVE app**



Text **EXCELLUS** to **635483**



Calling **1-866-692-5045**

## SOME COMMON CONDITIONS INCLUDE:

### Adults

- Allergies
- Cold and Flu
- Ear Infections
- Fever
- Headache
- Joint Aches and Pains
- Nausea and Vomiting
- Pink Eye
- Rashes
- Sinus Infections
- Sunburn
- Urinary Tract Infections\*
- Behavioral Health Conditions

### Children\*

- Cold and Flu
- Constipation
- Earache\*
- Fever\*
- Nausea and Vomiting
- Pink Eye

Certain conditions requiring specialized care - such as dermatology, acute chiropractic care, nutrition counseling, and more - can also be treated with a telehealth visit. Check with your specialist to see if they offer this option.



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\*Parents or legal guardians must be present on each call for children under age 18. MDLIVE does not provide support for urinary tract infections in males; does not provide support for earache conditions for children under 12 years old; does not provide support for fever-related conditions for children under 3 years old.

MDLIVE does not replace the primary care physician. MDLIVE is not an insurance product. MDLIVE operates subject to state regulation and may not be available in certain states. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services. MDLIVE phone consultations are available 24/7/365, while video consultations are available during the hours of 7 am to 9 pm ET 7 days a week or by scheduled availability. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use visit [www.mdlive.com/terms-of-use](http://www.mdlive.com/terms-of-use). MDLIVE is an independent company, offering telehealth services in the Excellus BlueCross BlueShield service area.

Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex.

Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.

注意：如果您说中文，我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方式。

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