

telehealth

Telehealth through MDLIVE

Schedule an appointment with a board certified doctor or therapist¹ with MDLIVE 24/7 for **FREE!** Save time and money with the following non-emergency medical issues and more:

- Allergies
- Asthma
- Depression
- Cold/Flu
- Grief and loss
- Parenting issues
- Pink Eye
- Rash
- Sinus Infections
- Stress/Anxiety
- Substance abuse
- Relationship issues

WHO IS ELIGIBLE FOR MDLIVE?

Employees and dependents enrolled in CMC's BCBS Medical Plan are eligible for Telehealth through MDLIVE.

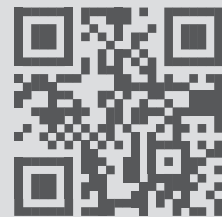
TWO WAYS TO REGISTER

1. Call 888.680.8646
2. Go to mdlive.com/bcbstx and click **Activate Now**
 - Enter the information requested
 - Primary member's name, date of birth and BCBSTX subscriber ID to activate the account
 - Creates a username and passcode for each family member
 - Complete your profile:
 - Enter your contact information, etc
 - Provide the name and dosage of any prescriptions you are taking

¹Behavioral Health therapist visits are available via video consultation only. Video consults can be accessed through a computer, smart phone, or tablet.

NEED A DOCTOR?

1. Call 888.680.8646
2. Visit mdlive.com/bcbstx
 - Be sure your visit is free, use mdlive.com/bcbstx
3. MDLIVE mobile app (download the app through the iTunes store or GooglePlay)



need
help?

The Employee Services Team is a call or click away.
Call **877.262.8050** or email employeeservices@cmc.com

Frequently Asked Questions

Telehealth through MDLIVE

How much does a Telehealth visit cost?

For participants and dependents covered by the BCBSTX plan, your visit is FREE. If you receive a prescription, the regular copay applies.

NOTE: If you schedule a visit online, be sure to use MDLIVE.com/bcbstx to ensure your visit is covered by CMC's plan (if you use the main MDLIVE.com URL without "/bcbstx", you may be charged a copay).

How do I schedule a Behavioral Health Visit?

Behavioral Health can be scheduled 24/7, but consultations are conducted by appointment only. Average availability for all BH provider types is less than one week. This scheduling is done in the same format as requesting or scheduling a medical visit. Behavioral Health visits must be conducted by video consult through computer, smart phone, or tablet.

Does everyone in my family need to register?

Yes, everyone in your family, regardless of age, will need to register with MDLIVE.

Can my child use MDLIVE when I'm not with them?

Individuals between 0 and 17 years old must have a parent or legal guardian present during the virtual visit. If your child is 18 or older and has their own MDLIVE account, you cannot access their account unless your child authorizes you to do so.

Can I use MDLIVE while traveling?

Yes. If you're out of state, you'll be treated by a physician who is licensed in the state where you're located at that time.

NOTE: MDLIVE is not available outside of the U.S.

Can MDLive be accessed on mobile devices?

Yes, MDLIVE can be accessed on most mobile devices with an Internet connection. The MDLIVE Mobile App is available for download in the iTunes Store and the Google Play Store.

What system requirements do I need for MDLIVE videoconferencing?

- Windows®7, Vista, or XP
- A Mac running OSX 10.6 (Snow Leopard) or superior
- Highspeed internet connection
- A webcam with at least 1.3 megapixels
- Microphone (most webcams already have microphone built in)

NOTE: you may need to upload a photo for the doctor prior to your visit for rashes, skin infections, pink eye, etc.

Can I use my personal laptop or phone?

Yes, you can use MDLIVE in a variety of ways. Keep in mind, Telehealth requirements vary by state. You can talk to a doctor by phone or you can use a computer or smartphone for video conferencing.

NOTE: If you access MDLIVE.com/bcbstx while using a CMC device, your location will be determined by CMC servers and may be incorrect. Be sure to confirm your current location when prompted upon logging in to MDLIVE.

Is MDLIVE available in Spanish?

Yes, you can access MDLIVE in English and Spanish. Once you've logged in to the patient portal, you can switch languages in the top right corner by your name.

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