

Save time and money with virtual care



With virtual care benefits, you have several options to get care quickly and conveniently from a doctor, specialist, or a behavioral health professional.

When it's not an emergency, virtual care is a fast, convenient, and affordable option. Most members have virtual care benefits through MDLIVE and pay \$0 for a virtual MDLIVE visit.* In addition, many in-network doctors and specialists offer virtual care services, which may be available at a reduced cost-share.*

Telemedicine

Day or night, you can talk to a board-certified MDLIVE doctor who can treat non-emergency conditions, such as sinus pain, pink eye, earaches, sore throat, and flu. MDLIVE also provides non-emergency pediatric services, so all your covered dependents can get care.

You can also receive telemedicine services through your primary care physician or specialist if that provider offers a virtual option. You may pay a reduced cost-share for a virtual visit.*

Teledermatology

You might wait days, weeks, or even months for an appointment with a dermatologist. With MDLIVE teledermatology services, you can get a diagnosis, treatment, and prescription (as needed) from a board-certified dermatologist for more than 3,000 skin, hair, and nail conditions.

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association

Activate your MDLIVE account now!

Don't wait until you need an appointment. It just takes minutes to register using your member ID number. There are several ways to do it:



Text **IBX** to **635-483**



Download the MDLIVE app



Visit mdlive.com/ibx



Call **1-877-764-6605**

Telebehavioral health

Talk to a behavioral health care professional in the MDLIVE network from the comfort of home, or wherever you may be. You can have a confidential virtual care visit for conditions such as anxiety, depression, and panic disorders.

You also have the option to schedule a virtual visit with a behavioral health care professional in the Magellan network. You'll pay the same cost-sharing as a telebehavioral health visit with MDLIVE. For most members, that is \$0.* To find a Magellan provider, call the Mental Health/Substance Abuse number on the back of your member ID card or use the Provider Finder on ibx.com.

*Refer to your plan benefits to see how virtual care services are covered.

MDLIVE is an independent company providing telemedicine, telebehavioral health, and teledermatology services for most Independence Blue Cross members.

Magellan Healthcare, Inc. is an independent company that manages mental health and substance abuse benefits for most Independence Blue Cross members.