



**On-demand access to affordable, quality health care - Anytime, Anywhere.**

**Why wait for the care you need now? Excellus BlueCross BlueShield (BCBS) via our partner, MDLIVE, now offers another alternative to receive care. Visit with a U.S. board certified doctor right from your home, office or on the go for non-emergency medical conditions.**

**When to use telemedicine**

- ▶ 24/7/365
- ▶ If your primary care doctor is not available
- ▶ Instead of going to the ER or an urgent care center (for a non-emergency issue)
- ▶ To request prescription refills\*
- ▶ If traveling and in need of medical care

**Common conditions treated**

- ▶ Allergies
- ▶ Asthma
- ▶ Bronchitis
- ▶ Cold & Flu
- ▶ Diarrhea
- ▶ Ear Infections
- ▶ Fever
- ▶ Headache
- ▶ Infections
- ▶ Insect Bites
- ▶ Joint Aches
- ▶ Rashes
- ▶ Sinus Infections
- ▶ Skin Infections
- ▶ Sore Throat
- ▶ And More!
- Pediatric Care\*\***
- ▶ Cold & Flu
- ▶ Constipation
- ▶ Ear Infections
- ▶ Nausea
- ▶ Pink Eye
- ▶ And More!

**About the doctors**

- ▶ On average, doctors have 15 years of experience practicing medicine and are licensed in New York state
- ▶ Specialties include primary care, pediatrics, emergency and family medicine
- ▶ You may even see your own doctor in the roster

**Cost of a telemedicine visit for insured employees**

- ▶ FREE registration
- ▶ Once you've registered: Payment by credit card or your health savings card will be required depending on your plan type:

If your doctor office visit is....	Then telemedicine program benefit cost share is....
Covered with a copay	\$10 (or equal to the PCP copay if PCP copay is less than \$10)
Covered with copay/ deductible	\$10 copay subject to deductible (or equal to the PCP copay if PCP copay is less than \$10)
Covered deductible/ covered in full	Deductible/covered in full
Covered with deductible/ co-insurance	Deductible/co-insurance
Covered with co-insurance only	Co-insurance only

- ▶ The flat rate cost of a telemedicine visit is \$40
  - If you do not indicate you are an insured member of Excellus BCBS: \$49.00 charge
- ▶ Co-payment responsibility varies by group and plan
- ▶ Our telemedicine service partner, MDLIVE, will be aware of your co-payment amount when you contact them

**ExcellusBCBS.com/Telemedicine**  
**1-866-692-5045**



\*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. For complete terms of use visit [mdlive.com/pages/terms.html](http://mdlive.com/pages/terms.html)

\*\*Parents must be present on each call for children under age 18.

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