



The doctor can see you now...



HOW TELEHEALTH WORKS

MEET THE DOCTORS

COSTS & GETTING STARTED

Anytime access to quality doctors

Did you know online telehealth services are already included in your health plan? Telehealth, powered by MDLIVE, gives you anytime, anywhere access to board-certified doctors and specialists.¹ All you need to do is set up your account and download the free app to your smartphone or tablet, or register on your computer.



**BlueCross BlueShield
of North Carolina**

MDLIVE



See a doctor in just minutes!

Once your account is set up, you can quickly and easily get help for common, non-emergency conditions. No taking time off from work or sitting around in a waiting room. Within minutes you can talk to your doctor, get treated and be on your way. Your telehealth doctor can even send a prescription to the nearest pharmacy if necessary.²

When to use an online doctor:

- + Your regular doctor is booked
- + You're out of town
- + It's after hours, the weekend or a holiday
- + You can't take time off from work
- + You want a lower-cost option to urgent care/ER for non-emergencies

Telehealth video consults are safe, secure and confidential.

Your privacy is of utmost importance. MDLIVE is compliant with Health Insurance Portability and Accountability Act (HIPAA) and will only share details with your chosen doctor and pharmacy.

"I was out of state in a small town and sick in the middle of the night. This was the perfect solution to getting a prescription quickly."

— MDLIVE patient

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Doctors you can count on

The doctors, pediatricians and specialists who staff MDLIVE are all board-certified. They are licensed to practice in North Carolina and committed to providing you and your family with quality care. They can diagnose and prescribe medication, if needed, just like your regular doctor.



MDLIVE

Common conditions treated:

General Medical

- + Allergy
- + Fever
- + Nausea
- + Sinus infection
- + Cold & flu
- + Headache
- + Pink eye
- + Sport injury
- + Earache
- + Insect bite
- + Rash



Behavioral Health*

- + Addiction
- + Trauma & PTSD
- + Grief & loss
- + Eating disorder
- + Depression
- + Relationships
- + Anxiety
- + Stress
- + Bipolar disorder

Dermatology*

- + Acne
- + Warts
- + Rash
- + Rosacea
- + Cold sore
- + Psoriasis
- + Minor cuts
- + Eczema

*NOTE: Not all plans include behavioral health and/or dermatology telehealth services.

“Dr. B. was thoughtful, showed empathy, compassion, was extremely helpful and knowledgeable. I will definitely use the service again. I have told my family, friends and coworkers about this awesome service.”

— MDLIVE patient

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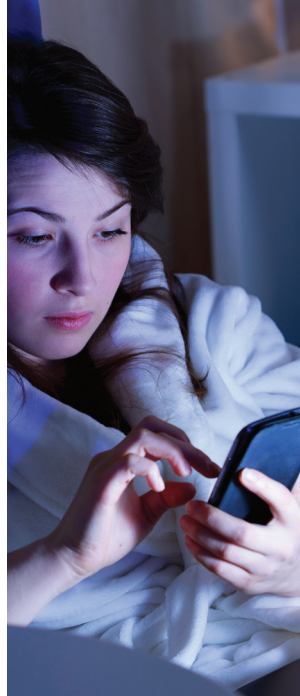
How much does an online visit cost?

Once your account is active, your costs will be displayed clearly within the app. Costs vary depending on your company's benefits and whether you have a copay or deductible/coinsurance plan.



BlueCross BlueShield
of North Carolina

MDLIVE[®]



Setting up your account is easy

We want to make it simple for you to get started with telehealth. Sign up today, so it's ready when you need it! Choose whichever way is easiest for you:



Download the MDLIVE app

on your smartphone or tablet and follow the steps to activate your account



Call 1-888-657-9982



Go to BlueCrossNC.com/MyMDLIVE and click **"Activate Now"**



Text "videodoc" to MDLIVE (635483)

and Sophie, MDLIVE's personal assistant, can activate your account through text



"Rapid service with a caring provider. Saved me a trip to urgent care."

— MDLIVE patient



1 Video consults currently not available outside the United States.

2 Some state laws require that a doctor only prescribe medication in certain situations and subject to certain limitations.

MDLIVE is an independent company that is solely responsible for the telehealth services it is providing. MDLIVE interactive video consultations are available 24 hours a day, 7 days a week and 365 days a year. MDLIVE does not offer Blue Cross or Blue Shield products or services. Telehealth services are subject to the terms and conditions of the member's health plan, including benefits, limitations and exclusions. Telehealth services are not a substitute for emergency care. MDLIVE does not replace your primary care doctor and is not an insurance product. MDLIVE is subject to state regulations. MDLIVE does not prescribe DEA-controlled substances and may not prescribe nontherapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE does not guarantee patients will receive a prescription. Health care professionals using the platform have the right to deny care if, based on professional judgment, a case is inappropriate for telehealth or for misuse of services. 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 <https://welcome.mdlive.com/terms-of-use>.

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