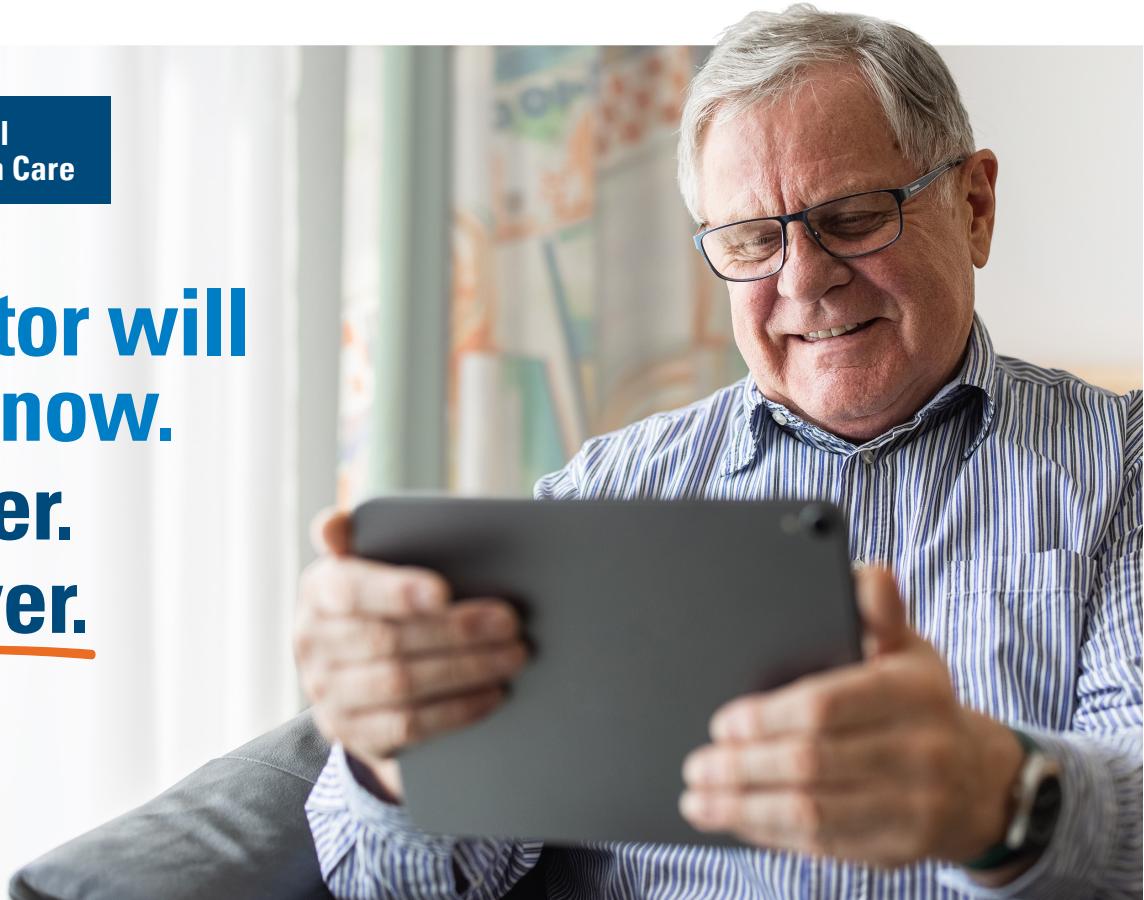


# The doctor will see you now. Wherever. Whenever.



If your doctor isn't available, Telehealth may be an option for you. Telehealth gives you fast access to medical care 24/7/365, from the comfort of your home, desk, or hotel room. **All you need to do is activate it through your online member account and download the MDLIVE app.**

Rest assured, MDLIVE's health care professionals deliver the same quality of care you receive from your own doctor, via your phone, tablet, or computer.



## When do you use Telehealth?

- Instead of going to urgent care or the emergency room for minor and non-life-threatening conditions
- Whenever your primary care doctor is not available
- If you live in a rural area and don't have access to nearby care
- When you're traveling

## Here are some of the common medical conditions treated with Telehealth:

• Allergies	• Fever	• Nausea and vomiting	• Sinus infections
• Cold and flu	• Headache	• Pink eye	• Sunburn
• Ear infections	• Joint aches and pains	• Rashes	• Urinary tract infections* (women only)

\*MDLIVE does not provide support for urinary tract infections in males.

## Telehealth is good for the mind as well as the body.

In addition to whenever, wherever access to medical doctors, you can also consult with a psychiatrist or choose from a variety of licensed therapists from the privacy of your own home. You can even schedule recurring appointments to establish an ongoing relationship with one therapist.

Here are some conditions people rely on behavioral health Telehealth for:

- Addiction
- Eating disorders
- Panic disorders
- Bipolar disorders
- Grief and loss
- Stress
- Depression
- LGBTQ support
- Trauma and PTSD

## Telehealth is covered just like a trip to the doctor.

### Don't wait until you need it.

### There are several ways to activate Telehealth:

**WEB:** [mdlive.com/excellusmedicare](http://mdlive.com/excellusmedicare)

**APP:** Download the MDLIVE app

**TEXT:** EXCELLUS to 635483

(Message and data rates may apply.)

**VOICE:** Call 1-888-670-6351 / TTY: 1-800-770-5531

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 a.m. to 9 p.m. 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 and privacy policy, please visit [www.mdlive.com/terms-of-use](http://www.mdlive.com/terms-of-use) and [www.mdlive.com/privacy-policy](http://www.mdlive.com/privacy-policy). MDLIVE is an independent company, offering telehealth services in the Excellus BlueCross BlueShield service area.

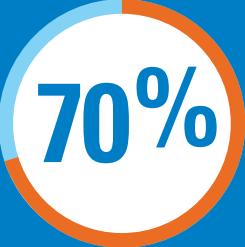
This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits and copayments/coinsurance may change on January 1 of each year. Other providers are available in our network.

The formulary, pharmacy network and/or provider network may change at any time. You will receive notice when necessary.

Excellus BlueCross BlueShield is an HMO plan and PPO plan with a Medicare contract. Enrollment in Excellus BlueCross BlueShield depends on contract renewal.

Excellus BlueCross BlueShield is a nonprofit independent licensee of the Blue Cross Blue Shield Association

## Did you know?



70%

of doctor's office visits could be handled over the phone.



20.6

days is the average wait time between scheduling an appointment and seeing a primary care doctor.



90%

of emergency room visits can potentially be prevented with Telehealth.

Courtesy of MDLIVE

**Excellus**   
**MEDICARE**