

## To: All Ector County ISD Employees on the Blue Cross Blue Shield Health Plan

As a reminder beginning 2019, you and your **covered** dependents have Virtual Visits as part of your medical benefit with Blue Cross and Blue Shield of Texas's (BCBSTX). Use the below links for fast interactive access to information about this program.

- Virtual visits, powered by MDLIVE is available **24** hours a day; **seven** days a week
- **Board-certified MDLIVE independently contracted doctors** for non-emergency health needs.
- For members on the HSA plan, there is a \$44 charge until the deductible has been met; thereafter it is no cost to use this benefit per telephone visit. Payment can be made with a **debit or credit card**.
- For the Option I and III plans there is no cost to use this benefit per telephone visit.
- MDlive doctors can help treat General Health and Pediatric Care conditions and more. *Not covered are conditions for nervous and mental health*
  - \*Allergies
  - \*Rash
  - \*Cold and Flu
  - \*Constipation
  - \*Nausea
  - \*Respiratory Problem
  - \*Ear Problems
  - \*Sore Throats
  - \*Sinus infection
  - \*Insect Bites
  - \*Pinkeye
  - \*Vomiting
- They can also write a prescription to a nearby pharmacy. They cannot prescribe DEA controlled substance and certain other drugs.

**Registering and finding** a virtual visits doctor is easy. **\*\*Each member and child needs their own MDLIVE account\*\***

1. Log into Blue Access for members (BAM) <https://members.hcsc.net/wps/portal/bam>
2. Visit the My Coverage tab and select the Virtual Visits link
3. Sign up on MDLIVE's website
4. Once you are registered you will be able to search for a provider using your virtual visits account
5. You can meet with the next available licensed professional or make an appointment.
6. For more information, visit BCBSTX's website: <http://www.bcbstx.com/find-a-doctor-or-hospital/virtual-doctor-visit>

**OR you can call: 888-680-8646; Please visit [http://bcbstx.csdesignpro.com/virtual\\_visits/](http://bcbstx.csdesignpro.com/virtual_visits/) and be sure to click the different tabs in the orange strip.**

Welcome

| [How to activate my account](#)

| [How to set up a doctor visit](#)

| [Connect with MDLIVE](#)



- 1 Internet/Wi-Fi connection is needed for computer access. Data charges may apply when using a tablet or smartphone. Check cellular data or internet service provider's plan for details. Video on-demand consultations for behavioral health are available by appointment.
- Non-emergency medical service in Idaho, Montana and New Mexico is limited to interactive audio/video (video only), along with the ability to prescribe. Non-emergency medical service in Arkansas is limited to interactive audio/video (video only) for initial consultation,
- along with the ability to prescribe. Behavioral health service is limited to interactive audio/video (video only), along with the ability to prescribe in all states. Service availability depends on location at the time of the consultation.
- 2 Virtual visits, powered by MDLIVE, may not be available on all plans. Virtual visits are subject to the terms and conditions of your benefit plan, including benefits, limitations and exclusions. MDLIVE operates subject to state regulations and may not be available in certain states.
- MDLIVE is not an insurance product or a prescription fulfillment warehouse. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services.
- MDLIVE, an independent company, operates and administers the virtual visit program and is solely responsible for its operations and that of its contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without written permission.
- Blue Cross®, Blue Shield® and the Cross and Shield symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

### ***Talk to a to a doctor from your smart phone***

- ✓ *One touch MDLive Assist Button-Quick access to schedule an appointment or ask questions.*
- ✓ **Symptom Checker** – *Visual Interactive interface*
- ✓ *Comprehensive Health History Form*
- ✓ *On-Line payment system is at your finger tips with an interface that is easy to use on the following networks:*



- ✓ *Download the app free at the App Store:*

<https://members.mdlive.com/bcbstx/getapp/>