When you’re feeling achy, stuffy, and feverish, the last thing you want to do is drive to your doctor and sit in a waiting room. Telemedicine gives you fast access to medical and behavioral health care 24/7/365, from the comfort of your home, desk, or hotel room. All you need to do is activate telemedicine through your online member account and download the MDLIVE app.

Rest assured, our health care professionals deliver the same quality of care you receive from your own doctor, but more conveniently via your phone, tablet, or computer. There’s even a chance you’ll see your own doctor on the MDLIVE roster.

Telemedicine is covered just like a trip to the doctor.

<table>
<thead>
<tr>
<th>Your doctor’s office visit is...</th>
<th>Your telemedicine benefit is ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>$40 copay</td>
<td>FREE</td>
</tr>
</tbody>
</table>

Don’t wait until you need it. There are four easy ways to activate telemedicine today.

WEB - Register/Log in at ExcellusBCBS.com/Member
APP - Download the MDLIVE app
TEXT - Text EXCELLUS to 635483
VOICE - Call 1-866-692-5045

When do you use telemedicine?

- 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 for work or on vacation

*MDLIVE does not provide support for urinary tract infections in males; does not provide support for earache conditions for children under 12 years old; does not provide support for fever-related conditions for children under 3 years old.
Excellus BlueCross BlueShield is a nonprofit independent licensee of the Blue Cross Blue Shield Association.
Here are some of the common medical conditions treated with telemedicine:

**Adults**
- Allergies
- Cold and Flu
- Ear Infections
- Fever
- Headache
- Joint Aches and Pains
- Nausea and Vomiting
- Pink Eye
- Rashes
- Sinus Infections
- Sunburn
- Urinary Tract Infections*

**Children**
- Cold and Flu
- Constipation
- Earache*
- Fever*
- Nausea and Vomiting
- Pink Eye

Telemedicine is good for the mind as well as the body.

In addition to whenever, wherever access to medical doctors, you can also video conference 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.

If you think behavioral health counseling might be right for you, take one of our free online assessments at [MDLIVE.com/BH-Assessments](http://MDLIVE.com/BH-Assessments). Here are some conditions people rely on behavioral health telemedicine for:

- Addiction
- Bipolar Disorders
- Depression
- Eating Disorders
- Grief and Loss
- LGBTQ Support
- Panic Disorders
- Stress
- Trauma and PTSD

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2. Based on MDLIVE data, 2016.

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Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex.

Adicción: Si habla español, comuníquese con nuestra línea de ayuda 24/7.

**注意**：如果您为中文，我们为您提供免费的咨询服务。请参考提供的文件以及我们的联系方式。