

MEDICAL OPTION NEWS

► **NEW - Telemedicine Option**

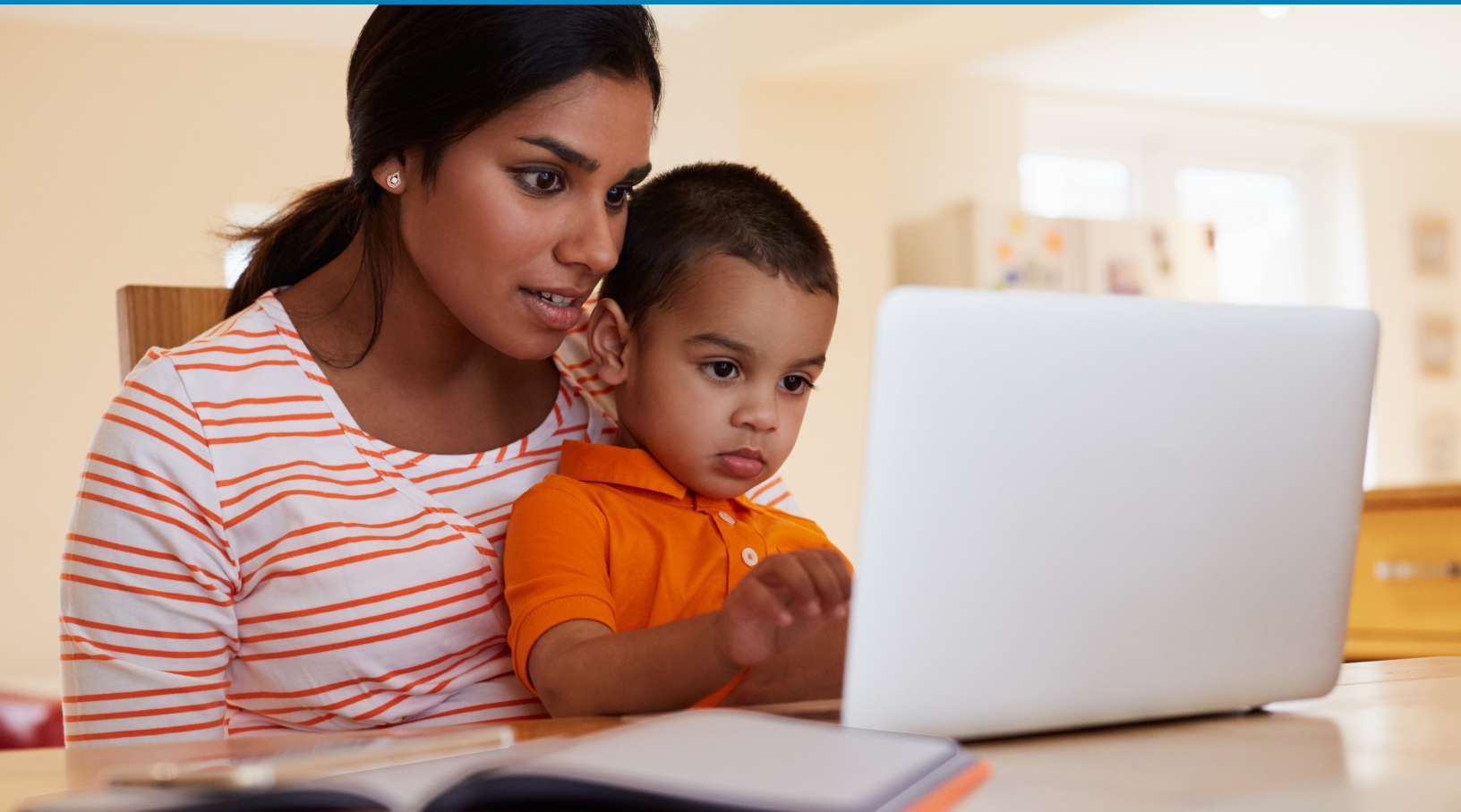
Telemedicine offers a convenient and accessible way to consult with a physician via secure video on your smartphone or other digital device. IBC now offers this service through MDLIVE, a national vendor that connects you to licensed and board-certified PCPs via a HIPAA-secure video, telephone, or mobile app 24 hours a day, seven days a week, 365 days a year.

MDLIVE's physicians can diagnose medical conditions, provide short-term treatment plans, and prescribe necessary medications for non-emergency medical conditions. Through the MDLIVE web portal, you can get information on physicians, check appointment availability, and schedule an appointment with a U.S. board-certified and licensed primary care doctor. You also may request a copy of the medical record from a telemedicine consultation to share with your PCP.



If you are enrolled for medical coverage, you now have the option to consult a physician by video conferencing, 24 hours a day/7 days a week. You pay nothing for each call. For more information, call Member Services at 1.800.ASK.BLUE (275.2583).

Sign up for telemedicine



As part of your Independence Blue Cross health insurance plan, you're covered for telemedicine—a convenient, low-cost option when it's not possible to visit your doctor's office. You can see a board-certified doctor by secure video, phone, or mobile app—anytime, anywhere -- who can treat non-emergency medical conditions such as:

- Colds and flu
- Allergies
- Asthma
- Pink eye
- Ear infections
- Sinus problems
- Respiratory infections
- Joint aches and pains
- Vomiting and nausea
- And more

Plus, it's more cost-effective than visiting the ER for an illness that's not an emergency. There is no out-of-pocket cost for Telemedicine services through MDLIVE. Please note, if you have a PPO High Deductible Health Plan, you will pay \$40 until you reach your deductible; then Telemedicine services are covered at 100%.

You have three ways to register:

- Download the MDLIVE app on your smartphone
 - Visit mdlive.com/ibx
 - Call 1-877-764-6605.
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Don't wait until you're sick — activate your account now!



How to activate your MDLIVE account

You're just a few steps away from video access to local board-certified providers. Be sure to have your Independence Blue Cross ID card on hand when you activate your account.

Step 1: Get started

- Go to mdlive.com/ibx and click *Activate Now*.
- Include the three character alpha-prefix that precedes your member ID (e.g. **ABC**2345678901)

Step 2: Access your account

- Complete your profile and security settings. When the *Sign-Up Completed* page appears, click *Access your account*.
- A welcome email will be sent from MDLIVE. Verify your email address by clicking *Verify Email*.

Step 3: Add account details

Add dependents:

- Click *My Account*, then *Family Members*. Click *Add Family Member* for each family member you wish to add.
- An email will be sent to each dependent for verification.
- Each dependent will need their own account created before they conduct a consultation.

Set your Primary Care Provider (PCP):

- From the Dashboard menu, click *My Health*, then *My Providers*.
- Click *Add Provider*, fill in all requirements, then click *Add*.

Select a pharmacy:

- From the Dashboard menu, click *My Health*, then *My Pharmacy*.
- Click *Select Pharmacy* to search the network.
- The pharmacy can always be updated based on the member's location at the time of the consult.

This plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Spanish: ATENCIÓN: Si habla español, cuenta con servicios de asistencia en idiomas disponibles de forma gratuita para usted. Llame al 1-800-275-2583 (TTY: 711).

Chinese: 注意: 如果您讲中文, 您可以得到免费的语言协助服务。请致电 1-800-275-2583。



Avoid long waits and eliminate the cost of unnecessary visits to the ER or Urgent Care. Activate your MDLIVE account today!

If you call MDLIVE to register your account, inform the representative that you work for the **Archdiocese of Philadelphia.**

MDLIVE does not replace the primary care physician and is not an insurance product. MDLIVE may not be available in certain states and is subject to state regulations. MDLIVE does not prescribe DEA controlled substances and other drugs and does not guarantee that a prescription will be written. MDLIVE reserves the right to deny service for potential misuse. 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 www.mdlive.com/pages/terms/html