



On-demand access to affordable, quality health care - Anytime, Anywhere.

Why wait for the care you need now? Excellus BlueCross BlueShield (BCBS) via our partner, MDLIVE, now offers another alternative to receive care. Visit with a U.S. board certified doctor right from your home, office or on the go for non-emergency medical conditions.

When to use telemedicine

- ▶ 24/7/365
- ▶ If your primary care doctor is not available
- ▶ Instead of going to the ER or an urgent care center (for a non-emergency issue)
- ▶ To request prescription refills*
- ▶ If traveling and in need of medical care

Common conditions treated

- | | | |
|------------------|--------------------|-------------------------|
| ▶ Allergies | ▶ Infections | Pediatric Care** |
| ▶ Asthma | ▶ Insect Bites | ▶ Cold & Flu |
| ▶ Bronchitis | ▶ Joint Aches | ▶ Constipation |
| ▶ Cold & Flu | ▶ Rashes | ▶ Ear Infections |
| ▶ Diarrhea | ▶ Sinus Infections | ▶ Nausea |
| ▶ Ear Infections | ▶ Skin Infections | ▶ Pink Eye |
| ▶ Fever | ▶ Sore Throat | ▶ And More! |
| ▶ Headache | ▶ And More! | |

About the doctors

- ▶ On average, doctors have 15 years of experience practicing medicine and are licensed in New York state
- ▶ Specialties include primary care, pediatrics, emergency and family medicine
- ▶ You may even see your own doctor in the roster

Cost of a telemedicine visit for insured employees

- ▶ FREE registration
- ▶ Once you've registered: Payment by credit card for your plan copay will be required.

If your doctor office visit is....	Then telemedicine program benefit cost share is....
Covered with a copay	\$10 (or equal to the PCP copay if PCP copay is less than \$10)
CHEMUNG COUNTY PLANS: Effective 1/1/17	
Classic Blue/Indemnity - \$5 office visit copay	
Blue PPO - \$10 office visit copay	
Medicare Blue PPO Plans	
High Option - \$15 office visit copay	
Low Option - \$20 office visit copay	

- ▶ The flat rate cost of a telemedicine visit is \$40
 - If you do not indicate you are an insured member of Excellus BCBS: \$49.00 charge
- ▶ Co-payment responsibility varies by group and plan
- ▶ Our telemedicine service partner, MDLIVE, will be aware of your co-payment amount when you contact them

ExcellusBCBS.com/Telemedicine
1-866-692-5045



Powered by **MDLIVE**

*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. For complete terms of use visit mdlive.com/pages/terms.html

**Parents must be present on each call for children under age 18.

Disclaimers: MDLIVE does not replace the primary care physician. MDLIVE is not an insurance product nor a prescription fulfillment warehouse. 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 am to 9 pm 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 visit www.mdlive.com/pages/terms.html 010113. MDLIVE is an independent company, offering telehealth services in the Excellus BlueCross BlueShield service area. Excellus BlueCross BlueShield is a nonprofit independent licensee of the Blue Cross Blue Shield Association.

Instructions to Register for Telemedicine

Use the instructions below to register for Telemedicine for the first time. Depending on whether or not you currently have your own Member log-in already created for the **Excellus** or Univera websites, you will need to follow either the first or second set of instructions outlined below.

A) YES, I already have a Member log-in set up for the **ExcellusBCBS.com** or **UniveraHealthcare.com** websites.

- 1) Begin by launching our new Telemedicine website in your web browser. Use either www.ExcellusBCBS.com/Telemedicine, if you have HealthyBlue coverage, or www.UniveraHealthcare.com/Telemedicine, if you have ActiveUnivera coverage.

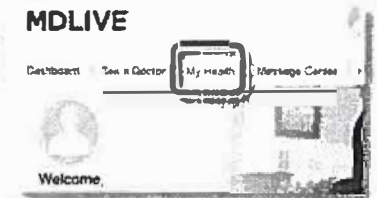


- 2) Log in using your normal Member credentials:

- 3) From the Telemedicine homepage, click the Setup a Telemedicine Visit button. **IMPORTANT:** Be sure to turn off your web browser's pop-up blocker before launching this link.



- 4) Now enter all of the required fields to register with MDLIVE, which will include selecting a unique Username and Password. Once you've completed the registration, your patient dashboard will appear and you can begin using MDLIVE! We encourage you to use the "My Health" tab to complete your patient profile, including your medical history, current providers, preferred pharmacies, and more.



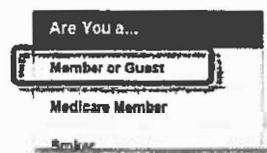
- 5) **Note:** If you are already logged in to your **Excellus** or Univera Member account and are viewing other pages, then you can return to the Telemedicine landing page at any time by clicking the "Find a Doctor or Hospital" link from the top menu and the "Telemedicine Visit" link from the left-hand menu.



B) NO, I do not yet have a Member log-in set up for the **ExcellusBCBS.com** or **UniveraHealthcare.com** websites.

- 1) Begin by launching either the www.ExcellusBCBS.com website, if you have HealthyBlue coverage, or the www.UniveraHealthcare.com website, if you have ActiveUnivera coverage.

- 2) From the "Are You a..." Menu on the left side of your page, click the "Member or Guest" link. On the next page, click the "Register!" button from the left side.



- 3) Follow the screen prompts to complete the registration process. You will need your Subscriber ID#, First Name, Last Name, Date of Birth, a unique email address (must not be currently in use for another Member's log-in), and your desired Username and Password log-in credentials.

- 4) Once this initial set up process is complete, you will need to wait approximately one business day before you can access the Telemedicine links from the **Excellus** or Univera websites, after which you will be able to follow the same instructions above in section A to register with MDLIVE.

- 5) If you wish to access MDLIVE immediately, you may also register directly either by visiting www.mdlive.com (use the link for "Get Started" and then click the "Activate Now" button under the Group Benefit section, entering either **Excellus** or Univera as the employer depending on your coverage) or **by calling 1-866-692-5045 (for Excellus Members) or 1-866-914-8426 (for Univera Members).**