

With virtual care, a doctor is only a few clicks away

Virtual care benefits from MDLIVE® give your employees a fast, convenient, and affordable care option. They can talk to a medical professional 24/7 by secure video chat, phone, or mobile app — and they pay \$0. MDLIVE is a leading telehealth vendor with one of the largest virtual care networks in the U.S.

Standard for: 2021 consumer plans and fully insured small and large group standard portfolio plans

Buy-up for: Self-funded customers and their members



Telemedicine

Day or night, your employees can talk to a board-certified primary care doctor who can treat non-emergency conditions, such as sinus infections, pink eye, earaches, and flu. MDLIVE also provides pediatric telemedicine services for non-emergency conditions.



Telebehavioral health

Your employees get appropriate access to care for conditions such as anxiety, depression, and panic disorders. With 24/7 access to therapists, psychologists, and psychiatrists, your employees can have a confidential visit from home or wherever they are.



Teledermatology

The average wait time to see a dermatologist is more than a month in 15 major metro areas, and longer in other areas. With teledermatology, your employees can receive a detailed diagnosis, treatment plan, and any necessary prescriptions within 18 hours, on average. MDLIVE's network of dermatologists can diagnose and treat more than 3,000 skin, hair, and nail conditions online.

Questions?

Talk to your Independence account rep or broker.



VIRTUAL CARE BENEFITS

Using virtual care may help you and your employees:

- Reduce ER and urgent care visits for non-emergencies
- Decrease absenteeism
- Lower medical costs

In most cases, the virtual diagnosis is effective:*

96% of patients did not receive further care for that same condition

82% of cases did not require further action within the next 7 days

97% patient satisfaction

MDLIVE PHYSICIANS:



Are board-certified, credentialed, and licensed



Average 15 years of practice experience



Receive specialized training in diagnosing patients by video or phone



Adhere to the highest quality standards, plus NCQA and URAC guidelines



It's easy to register and use

Your employees can activate their MDLIVE account by texting Sophie, a virtual assistant who guides them through the quick registration process.

When they need to talk to a doctor or behavioral health care professional, it's fast and easy. Your employees can request a virtual appointment in several ways, depending on whether they prefer a visit by phone or video chat:



Download the MDLIVE app on a smartphone or tablet



Visit mdlive.com/ibx



Call **1-877-764-6605**

Self-funded customers: Options and costs

Telebehavioral health only: **\$0.09 PCPM**

Telebehavioral health + teledermatology: **\$0.12 PCPM**

Telemedicine only: **\$0.70 PCPM**

Telemedicine + telebehavioral health: **\$0.77 PCPM**

Telemedicine + telebehavioral health + teledermatology: **\$0.79 PCPM**

*Based on internal data

MDLIVE is an independent company providing telemedicine, teledermatology, and telebehavioral health services for Independence Blue Cross.

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association.