




Save time and money with virtual care



With virtual care benefits from Independence Blue Cross (Independence), you have several options to receive care quickly and conveniently from a doctor, specialist, or a behavioral health professional.

When it's not an emergency, virtual care is a fast, convenient, and affordable option.

Whether you're connecting with your own doctor or need to talk with someone after hours or when you're away from home, Independence provides you with options in every situation.

	MDLIVE®		Primary care provider (PCP) or specialist	
	Access ¹	Cost-share ²	Access ¹	Cost-share
 <p>Telemedicine</p> <p>Treatment for:</p> <ul style="list-style-type: none"> • Non-emergency conditions, such as: <ul style="list-style-type: none"> • Sinus pain • Pink eye • Earaches • Sore throat • Flu • E-prescribing (when appropriate) 	Confidential and secure access via phone, video, or the app with independently contracted MDLIVE board-certified physicians, including pediatricians, for non-urgent care	\$0 ²	Available if your PCP or a specialist offers virtual care.	Reduced cost-share ³
 <p>Telebehavioral health</p> <p>Support for conditions such as:</p> <ul style="list-style-type: none"> • Anxiety • Depression • Bipolar disorders • Adjustment disorders • E-prescribing (when appropriate) 	Confidential and secure messaging with therapists, psychologists, and psychiatrists from the MDLIVE behavioral health provider network	\$0 ²	Available if your licensed behavioral health care provider (including psychiatrists, psychologists, and counselors) offers virtual care. ⁴	\$0 ⁴
 <p>Teledermatology</p> <p>Diagnosis and treatment for a variety of skin, hair, and nail conditions, and e-prescribing (when appropriate)</p>	Access to board-certified dermatologists from the MDLIVE network via secure messaging within app or website	\$0 ²	Available if your specialist offers virtual care.	Reduced cost-share ³

¹ Refer to your health plan benefits for how virtual care visits are covered.

² Cost-share is \$0 after deductible for HSA plans.

³ Reduced cost-share in comparison to what your cost-share is for an in-office visit. Refer to your health plan for cost-sharing details.

⁴ You must have mental health benefits through Independence Blue Cross and should refer to your health plan for information about how mental health and telebehavioral health are covered.

How to access virtual care

MDLIVE

It takes a few minutes to register for MDLIVE using your member ID number. There are several ways to activate your MDLIVE account:



Text **IBX** to **635-483**



Download the MDLIVE app



Visit mdlive.com/ibx



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

PCP and specialists

Contact your in-network provider directly to set up a virtual care appointment. If the provider offers virtual care, the provider will give you instructions for setting up your appointment. Additionally, our Find a Doctor tool on ibx.com identifies if a provider offers virtual care services.

Behavioral health care providers

To find a behavioral health provider, call the Mental Health/ Substance Abuse number on the back of your member ID card or use the Find a Doctor tool on ibx.com.

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

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