Sunburn at the beach? Stomach bug on Thanksgiving? In a rural area with no doctors nearby? Think you’ve got the flu but don’t feel up to driving to your doctor’s office? These are just a few of the reasons people use telehealth. And you can too!

Your Blue Cross and Blue Shield of North Carolina (Blue Cross NC) health plan includes telehealth services from MDLIVE.* It’s a good option for minor health problems when you can’t see your regular doctor. Plus, it’s often more convenient and cost effective than urgent care.

Get started.

Don’t wait until you’re sick – activate your MDLIVE account now so you’re prepared. There are three ways to activate: mobile app, online or by phone (see graphic).

Once your account is set up, you can see a board-certified doctor via secure online video from the MDLIVE app or your computer. MDLIVE’s doctors can diagnose symptoms, prescribe non-narcotic medication1 and send prescriptions to your pharmacy.

Skip the waiting room.

Seventy percent of consumers say they’re interested in telehealth – and convenience is the top reason.² MDLIVE offers these time-saving benefits:

+ Video consults available 24 hours a day, seven days a week (even holidays)
+ Takes just minutes to connect with an MDLIVE doctor
+ No appointment needed (though you can make one to see a specific doctor)
+ Pediatricians available if your child gets sick
+ If you need a prescription, your MDLIVE doctor can electronically send it to the pharmacy that’s close to you
+ On the couch, at work, travelling – you can use MDLIVE anywhere

*MDLIVE is an independent company that is solely responsible for the telehealth services it is providing.

Why wait?

Average time it takes to see a doctor:

+ Less than 10 minutes to start an MDLIVE video consult4
+ 19 minutes at a doctor’s office³ (40 minutes for total visit)5
+ 30 minutes at an urgent care (60 minutes for total visit)6
+ 28 minutes at the ER (153 minutes for total visit)7

So it’s ready when you need it!

3 ways to activate today

Download the MDLIVE app on your smartphone or tablet.

Go to mdlive.bcbsnc.com and click “Activate Now.”

Call 888-910-9722
Save money.

Extra convenience doesn’t mean extra cost. In fact, telehealth runs less than the typical urgent care visit. And if you go to the ER for a non-emergency? Your cost can skyrocket more than 1,300%18

With MDLIVE, you’ll pay for a video consult the same as an office visit with your primary care doctor. That means:

+ If your health plan has a co-pay: You’ll pay the usual co-pay for a doctor’s visit
+ If your health plan has a deductible and co-insurance: You’ll pay no more than $45

MDLIVE accepts most major credit and debit cards. It’s also a qualified expense for HSA, HRA and FSA accounts.

Get quality care.

MDLIVE doctors are board certified with an average of 15 years’ experience. Specialties range from primary care and internal medicine, to pediatrics and family medicine. So, they can treat a wide range of conditions.

Trust is also important. MDLIVE has a 97% satisfaction rating – and 97% would recommend it.3 You’re only shown doctors who are licensed to practice in your state. It’s HIPAA-compliant and your personal health information is never shared with your employer.

Keep in mind that telehealth isn’t meant to replace your primary care doctor. Instead, think of it as an easy way to get care when common health problems hit. And of course, you should always call 911 for any life-threatening emergencies.

MDLIVE can handle many non-emergency health problems:

+ Acne
+ Cough, cold and flu
+ Fever10
+ Joint aches and pains
+ Rash
+ Sunburn
+ Allergies
+ Diarrhea
+ Headache
+ Nausea and vomiting
+ Sinus problems
+ Urinary problems and UTIs9
+ Constipation
+ Ear problems
+ Insect bites
+ Pink eye
+ Sore throat
+ And more

Learn more at mdlive.bcbsnc.com or by calling 888-910-9722.