



BlueCross BlueShield of Texas



Virtual Visits: Flexible Care Without the ER Expense

You've followed all of the rules for staying healthy — ate right, wore a mask, got plenty of rest — but you still got sick. The doctor's office is closed, so what do you do?

There's no need for the ER or the expensive bill that comes later. Consult with a doctor or therapist without leaving home. Virtual Visits from MDLIVE® and available through Blue Cross and Blue Shield of Texas (BCBSTX) offers quick access to a doctor by phone, online video or mobile app.

Services are available in both English and Spanish with translation services available in other languages.

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation,
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Powered by
MDLIVE

Why Virtual Visits?

- 24/7 access to an independently contracted, board-certified doctor or therapist
- Access via phone, online video or mobile app from almost anywhere
- Average wait time of less than 20 minutes
- Doctors can send e-prescriptions to your local pharmacy

Doctors can treat a variety of non-emergency conditions, including:

- Allergies
- Cold/Flu
- Fever
- Headaches
- Nausea
- Sinus infections

First, call your doctor's office; they may also offer telehealth consultations by phone or online video. If you have any questions about this or any other BCBSTX benefit, please call the number on the back of your ID card.

Activate your Virtual Visits account today:

- Call 888-680-8646
- Go to MDLIVE.com/bcbstx
- Text BCBSTX to 635-483
- Download the app



Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans. MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Illinois. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE ® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission. Blue Cross ®, Blue Shield ® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.