

Save time and money

with virtual care from MDLIVE®



With your virtual care benefits, you can talk to a primary care doctor, behavioral health care professional, or dermatologist anytime, from anywhere in the U.S. Most members pay \$0.*

Skip the waiting room and use virtual care services from MDLIVE instead. When it's not an emergency, virtual care is fast, convenient, and affordable. MDLIVE has one of the largest virtual care networks in the U.S., with more than 1,800 licensed providers who are specially trained to treat you by phone, email, or video chat.

Virtual care services from MDLIVE

Telemedicine

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

Telebehavioral health

You have 24/7 access to therapists, psychologists, and psychiatrists who can help when you need it. From the comfort of home, or wherever you may be, you can have a confidential virtual care visit for conditions such as anxiety, depression, and panic disorders.

Teledermatology

You might wait days, weeks, or even months for an appointment with a dermatologist. With MDLIVE teledermatology services, you'll get a diagnosis, treatment, and prescription (as needed) from a board-certified dermatologist for more than 3,000 skin, hair, and nail conditions in an average turnaround time of 18 hours.

Don't wait until you need an appointment!

Activate your MDLIVE account now using your member ID number. There are several ways to do it:



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



Download the MDLIVE app on your smart device



Visit **mdlive.com/ibx**



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

Let Sophie help you activate your MDLIVE account

You're just a few steps away from anytime, anywhere access to local board-certified doctors. Here's how to activate your account with Sophie, your virtual Personal Health Assistant.

Step 1: Get started

Using your smartphone, text **IBX** to **635-483**. Be sure to have your Independence Blue Cross member ID card on hand when you're activating your account.

Step 2: Connect with Sophie

You will receive a welcome text message, where you can tap to launch a web browser page, which will simulate a text conversation.

Step 3: Access your account

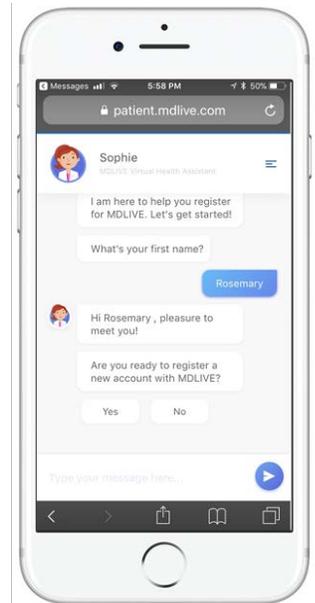
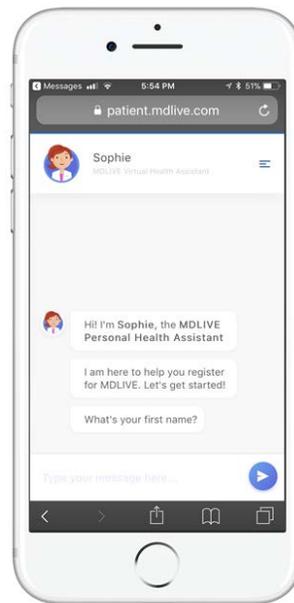
Answer a series of questions from Sophie to complete your registration. Once your account has been activated, you'll be ready to begin using your virtual care benefits.

Meet Sophie, your virtual Personal Health Assistant!



Sophie makes creating your MDLIVE account quick and easy using your smartphone.

Text **IBX** to **635-483**, and Sophie will walk you through the process.



*Refer to your plan benefits for how virtual care services from MDLIVE are covered.

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

ibx.com

