



Get virtual care, 24/7/365

MDLIVE puts health care at your fingertips

Visit a doctor over the phone or video

Sometimes seeing a doctor is inconvenient—there's no time, the office is closed or you're on the road. The good news is your health plan includes a virtual care benefit, powered by MDLIVE, a national leader in telehealth. You can talk to an MDLIVE doctor any time by phone or video **24 hours a day, 7 days a week, 365 days a year.***

Care you can count on

You can consult board-certified doctors who will diagnose and treat non-emergency medical conditions, prescribe medications and send prescriptions to your pharmacy of choice.

On average, MDLIVE doctors have 15 years of experience practicing medicine and are licensed in the state where you're located. Their specialties include primary care, pediatrics, emergency medicine, family medicine and dermatology.

Common ailments treated via virtual care include:

Allergies	Heartburn	Skin discoloration
Chronic skin conditions	Infections	Sore throat
Cold & flu	Pink eye	Spot checks for skin cancer
Ear infections	Rashes	Sunburns
Headaches	Sinus infections	Urinary tract infections



*Idaho regulations require telehealth services be video-enabled.
By law, additional restrictions in other states may apply.

What you need to know

MDLIVE is easy to use. Here are some basic things to know:

- MDLIVE can be a great option when your child isn't feeling good outside business hours; dependents will need a parent present during the visit.
- The average wait to connect with a physician is less than 15 minutes.
- You can use MDLIVE as often as you need to.
- We process each visit as a claim, and your costs count toward your deductible.
- This is more than a nurse advice line. With MDLIVE, a doctor can diagnose, treat and prescribe medications.
- You will work with an MDLIVE doctor, not your regular doctor.
- With your permission, the MDLIVE doctor will share your treatment information with your regular doctor.

Go to MDLIVE.com/regence-wa and register today. You'll want to create your online account in advance so when you need care, you will already be set.

Behavioral health is important too!

Your MDLIVE benefit includes a behavioral health program. It gives you access to mental health specialists for a wide variety of concerns—from grief counseling, family stress and marital problems, to other issues that impact your quality of life, as well as management of some psychiatric medications.

What you need to know

- Behavioral health visits are offered as video visits.
- Per-visit rates for behavioral health vary depending on your needs and the type of provider you access.
- Behavioral health visits are scheduled in advance, and are not offered on-demand like primary care, but you can usually schedule a counseling visit within a few days.

Your MDLIVE benefit includes dermatology

Connect with a board-certified dermatologist—they're available 24/7, 365 days a year. Receive a full consultation, complete with a diagnosis, personalized treatment plan and any necessary prescriptions.

What you need to know

- You'll answer a few basic questions and provide a brief medical history. Then, upload photos of your skin, nail or hair condition. A dermatologist will take a look at the photos and get back to you.
- With MDLIVE, you can get answers fast. On average, members receive a diagnosis and treatment plan from a dermatologist within 24 hours.
- To start a visit, select **Dermatologist** from the service options on your MDLIVE dashboard.



MDLIVE is a separate and independent company that provides telehealth services for Regence members.

Regence BlueShield serves select counties in the state of Washington and is an Independent Licensee of the Blue Cross and Blue Shield Association

Regence BlueShield
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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-344-6347 (TTY: 711).

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