

Virtual Care



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Independence 

What is MDLIVE?

MDLIVE[®]

Telemedicine services for **\$0 copay**

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MDLIVE doctors can:

- Speak with you by phone or video
- Provide virtual care services for non-urgent medical, behavioral health, and dermatology
- Diagnose your symptoms and prescribe medication if medically necessary
- Refill prescription
- Share your consultation report with your primary care physician



How can MDLIVE doctors help you?

Non-Urgent medical care

- COVID-19, cold, flu, allergies, sore throat, nausea/vomiting, and more!
- Physicians are available 24/7

Behavioral health care

- Emotional and behavioral health issues such as depression, anxiety, loss and grief, stress and challenges of everyday life, and relationship problems.
- Schedule recurring visits with the same therapist or psychiatrist.
 - Weekend and holiday appointments may be available.
 - Appointment availability is based on providers' specified hours.



How can MDLIVE doctors help you?

NEW! Dermatology consultations

Skin, hair, and nail conditions
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No appointments are needed. You can upload an image of your condition through the secure MDLIVE portal.



How to get started?

There are three ways to register for MDLIVE:

1

Call MDLIVE

1-888-961-4188
(TTY: 1-800-770-5531)



2

Web Portal Registration

mdlive.com/ibxmedicare



3

Mobile Registration

MDLIVE mobile app



Telemedicine is provided through MDLIVE, by Evernorth, an independent company.

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association