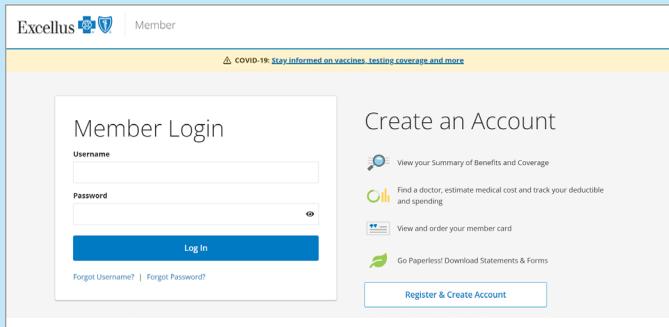
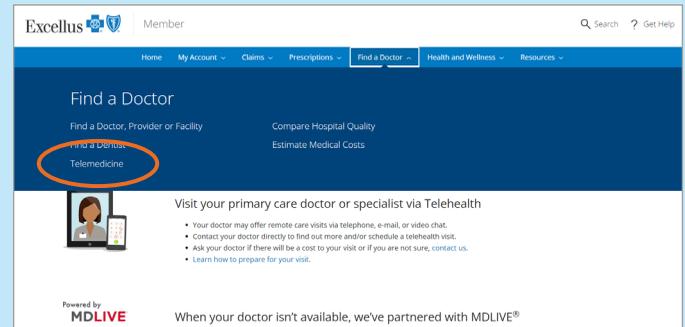


# 6 Easy Steps to Get Started with Telemedicine

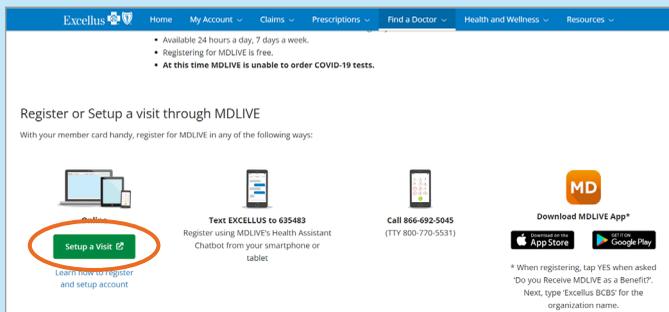
When your doctor isn't available, we have partnered with MDLIVE® to give our members 24/7 access to U.S. board certified doctors for non-emergency medical services. MDLIVE also provides care with psychiatrists and other mental health providers for behavioral health conditions.



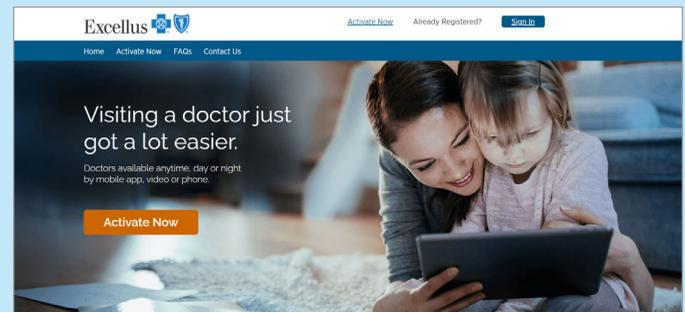
**1** Register or log in to your account at [ExcellusBCBS.com/login](https://ExcellusBCBS.com/login).



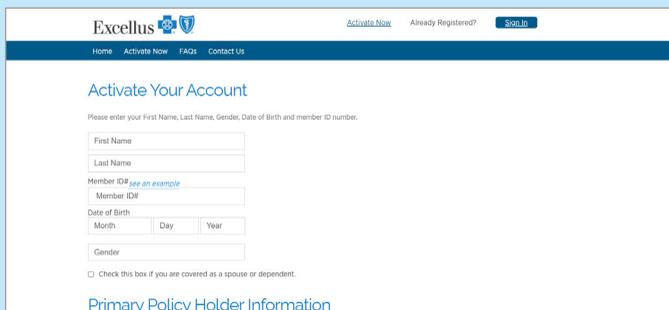
**2** From the main menu, click on the **Find a Doctor** drop down, and then click **Telemedicine**.



**3** Scroll down on the page and click **Setup a Visit**.

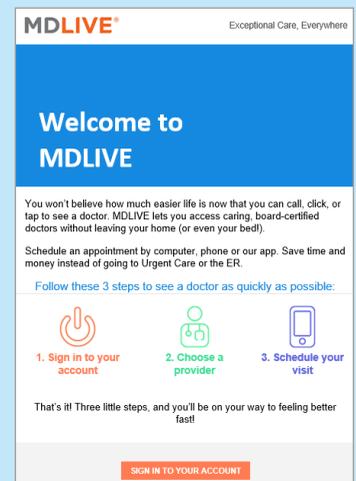


**4** Once on the MDLIVE landing page, click **Activate Now**.



**5** Complete the registration process on the MDLIVE website. You will need your insurance member ID information and date of birth. If you're a dependent, you will need to create your own account by entering the primary policy holder's ID information and your date of birth.

**6** Your secure MDLIVE account is now created and you will receive email confirmation.



## Three additional options for activating your account:



**Text EXCELLUS to 635483**  
Register using MDLIVE's Health Assistant Chatbot from your smartphone or tablet. Message and data rates may apply.

**Call 866-692-5045**  
(TTY 800-770-5531)

**Download the MDLIVE App**



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Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-659-1986 (TTY: 711)。