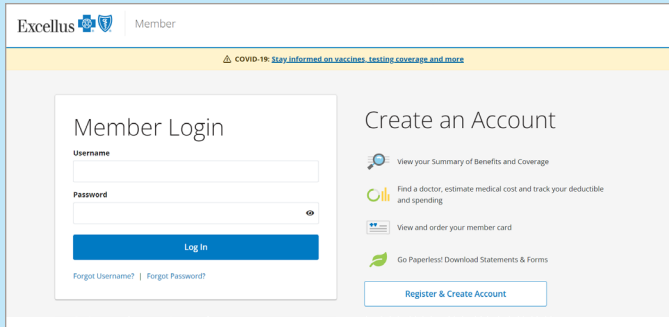


6 Easy Steps to Get Started with Telemedicine

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.



Excellus Member

COVID-19: Stay informed on vaccines, testing coverage and more

Member Login

Username

Password

Log In

Forgot Username? | Forgot Password?

Create an Account

View your Summary of Benefits and Coverage

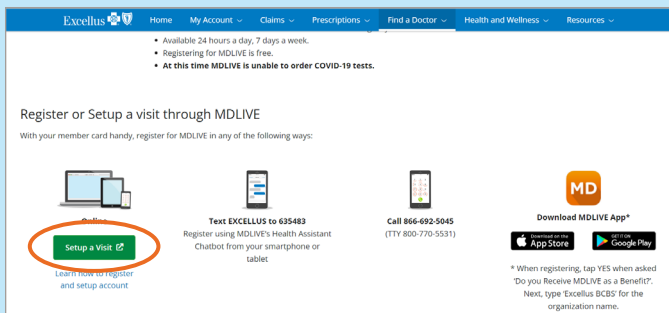
Find a doctor, estimate medical cost and track your deductible and spending

View and order your member card

Go Paperless! Download Statements & Forms

Register & Create Account

1 Register or log in to your account at **ExcellusBCBS.com/login**.



Excellus

Home My Account Claims Prescriptions Find a Doctor Health and Wellness Resources

Available 24 hours a day, 7 days a week.
Registering for MDLIVE is free.
At this time MDLIVE is unable to order COVID-19 tests.

Register or Setup a visit through MDLIVE

With your member card handy, register for MDLIVE in any of the following ways:

Setup a Visit

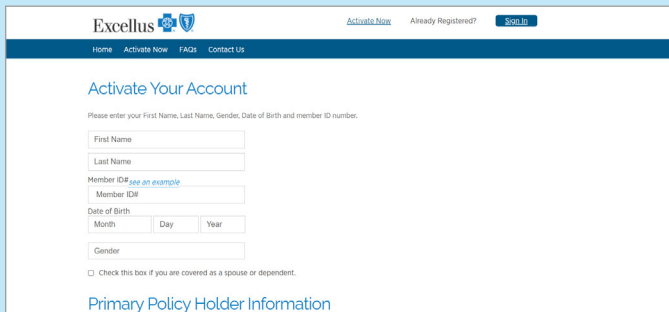
Text EXCELLUS to 635483
Register using MDLIVE's Health Assistant Chatbot from your smartphone or tablet

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

Download MDLIVE App*

* When registering, tap YES when asked 'Do you Receive MDLIVE as a Benefit?'. Next, type 'Excellus BCBS' for the organization name.

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



Excellus

Home Activate Now FAQs Contact Us

Activate Your Account

Please enter your First Name, Last Name, Gender, Date of Birth and member ID number.

First Name

Last Name

Member ID# [see an example](#)

Member ID#

Date of Birth

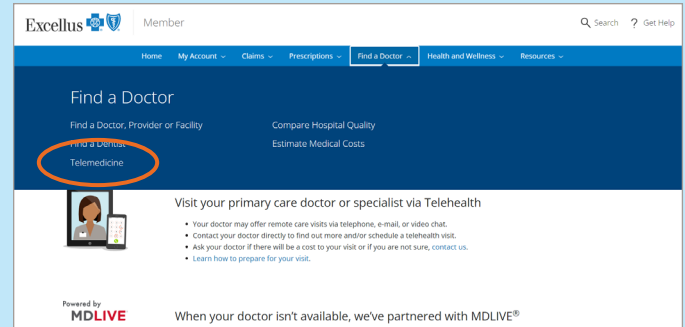
Month Day Year

Gender

☐ Check this box if you are covered as a spouse or dependent.

Primary Policy Holder Information

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.



Excellus Member

Search ? Get Help

Home My Account Claims Prescriptions Find a Doctor Health and Wellness Resources

Find a Doctor

Find a Doctor, Provider or Facility

Compare Hospital Quality

Estimate Medical Costs

Telemedicine

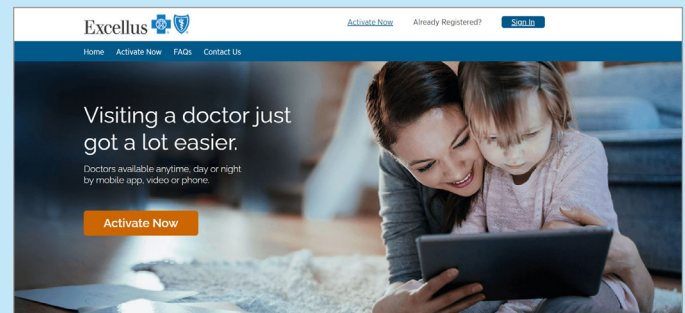
Visit your primary care doctor or specialist via Telehealth

- Your doctor may offer remote care visits via telephone, e-mail, or video chat.
- Contact your doctor directly to find out more and/or schedule a telehealth visit.
- Ask your doctor if there will be a cost to your visit or if you are not sure, contact us.
- Learn how to prepare for your visit.

Powered by MDLIVE

When your doctor isn't available, we've partnered with MDLIVE®

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



Excellus

Activate Now Already Registered? Sign In

Home Activate Now FAQs Contact Us

Visiting a doctor just got a lot easier.

Doctors available anytime, day or night by mobile app, video or phone.

Activate Now

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



MDLIVE®

Exceptional Care, Everywhere

Welcome to MDLIVE

You won't believe how much easier life is now that you can call, click, or tap to see a doctor. MDLIVE lets you access caring, board-certified doctors without leaving your home (or even your bed).

Schedule an appointment by computer, phone or our app. Save time and money instead of going to Urgent Care or the ER.

Follow these 3 steps to see a doctor as quickly as possible:

1. Sign in to your account
2. Choose a provider
3. Schedule your visit

That's it! Three little steps, and you'll be on your way to feeling better fast!

Sign in to your account

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



Excellus

Everybody Benefits

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Excellus BlueCross BlueShield is a nonprofit independent licensee of the Blue Cross Blue Shield Association. Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex.

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)。