

Expert care in your hands every time, everywhere, for everybody.

At Excellus BlueCross BlueShield we've got you covered. With comprehensive care, our programs and services put people first. And now available through our partner MDLIVE®, we're offering Teledermatology.

From suspicious spots and rashes to cold sores and fungal infections, MDLIVE® board-certified dermatologists deliver reliable care for new or ongoing skin, hair, and nail conditions.

Simply describe your condition and upload a few photos to your MDLIVE® account. You'll receive a diagnosis and customized treatment plan from your dermatologist, including prescriptions, when appropriate, usually in 24 hours or less.¹ You can submit a message to your dermatologist for up to 30 days after your diagnosis through the portal if you have additional questions or concerns – at no additional cost.

Why MDLIVE Dermatology?



No appointments required. Tell us about your condition and upload a few photos.



No long waits. Waiting to see an in-office dermatologist can take days, weeks, or even months. Get a diagnosis, usually in 24 hours or less.



Dermatologists can send prescriptions, when necessary, right to your preferred pharmacy.



93% of patients have their issues resolved on the first consultation.²



Contact your dermatologist for up to 30 days after your appointment through the portal if you have an additional question or comment — at no additional cost.

Acute and chronic conditions we treat:

- Acne
- Alopecia (hair loss)
- Cold Sores
- Dermatitis
- Eczema
- Fungal skin infections
- Psoriasis
- Rosacea
- Warts
- Suspicious spots & moles
- And more



**Get the app and create
your account today!**



MDLIVE.com/Excellus

866-692-5045



¹Diagnosis and treatment plan in less than 72 hours, most cases are less than 24 hours, ²Based on MDLIVE data, 2016.

Copyright © 2025, All rights reserved. MDLIVE does not replace the primary care physician. MDLIVE is not an insurance product. MDLIVE operates subject to state regulation and may not be available in certain states. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services. MDLIVE phone consultations are available 24/7/365, while video consultations are available during the hours of 7 am to 9 pm ET 7 days a week or by scheduled availability. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use and privacy policy, please visit www.mdlive.com/terms-of-use and www.mdlive.com/privacy-policy. MDLIVE is an independent company, offering telehealth services in the Excellus BlueCross BlueShield service area.

Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex.

Text message frequency will vary. Text STOP to opt out. Text HELP for help.

Excellus BlueCross BlueShield is a nonprofit independent licensee of the Blue Cross Blue Shield Association.

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