

Getting to know your virtual care options

You have options when choosing where to go for virtual care. Here is a quick break down to help you make the right choice.

	TELEHEALTH	TELEMEDICINE & TELEDERMATOLOGY
The differences at a glance	Telehealth is just like any other scheduled appointment with your primary care doctor. The only difference is, instead of going into your doctor's office, you both conduct the visit through phone or video connection. Check with your primary care doctor to see if they offer this option.	If your doctor isn't available for minor medical needs, telemedicine, provided through MDLIVE®, may be an option for you. Telemedicine gives you fast and convenient access to a doctor 24/7/365 to virtual medical, dermatology and behavioral health care.
When to use each of these services	Your doctor should be your first choice for routine medical care or minor illnesses or injuries that are not an emergency.	• Whenever your primary care doctor is not available • If you live in a rural area and don't have access to nearby care • When you're traveling for work or on vacation • Instead of going to urgent care or the emergency room for minor and non-life-threatening conditions
Services provided	Your doctor's office can help you understand what telehealth options they offer, but common services provided are: • Non-emergency medical conditions (cold & flu, pink eye, sinus infections, rashes, insect bites, allergies, etc.) • Behavioral health conditions (depression, substance use, anxiety, bipolar disorder, etc.) • Remote patient monitoring for chronic conditions (diabetes, hypertension, etc.) • Follow-ups or checkups (medication changes or refills) • Skin conditions (acne, dermatitis, eczema, psoriasis) • Non-life-threatening heart conditions (AFib, etc.) • And many more specialty conditions	Acute Care: • Allergies • Asthma • Cold & Flu • Constipation • Diarrhea • Fever • Joint aches • Pink eye • and more Behavioral Health: • Addictions • Anxiety • Bipolar disorders • Depression • Grief and loss • LGBTQ support • Stress • and more Dermatology: • Acne • Cold Sores • Dermatitis • Eczema • Fungal skin infections • Psoriasis • Suspicious spots and moles • and more
How to register	If you don't know if your doctor(s) offers telehealth services, simply call and ask for more details.	Don't wait until you need it. There are four easy ways to activate telemedicine today: WEB: Register/log in at ExcellusBCBS.com/Member APP: Download the MDLIVE app TEXT: Text EXCELLUS to 635483 (Message and data rates may apply) VOICE: Call 1-866-692-5045



If you still have questions, visit our Telemedicine FAQ section at ExcellusBCBS.com/Find-A-Doctor/Virtual-Care



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