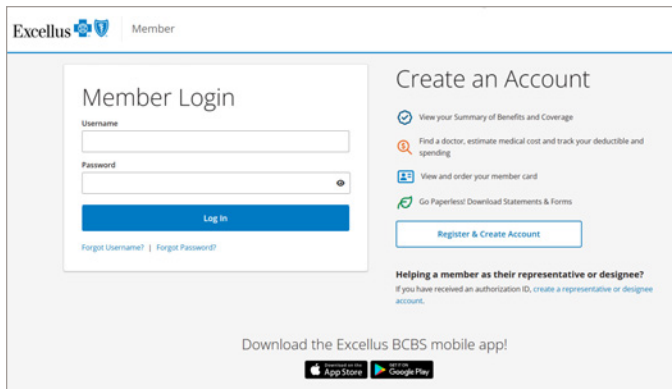


# 5 easy steps to get started with telemedicine

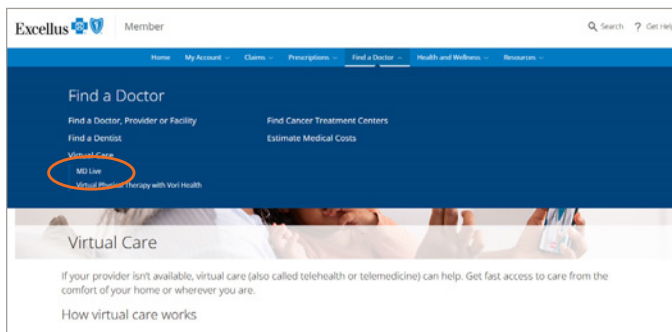
When your doctor isn't available, we have partnered with **MD Live®** to give our members 24/7 access to U.S. board-certified doctors for non-emergency medical services. MD Live also provides care with psychiatrists and other mental health providers for behavioral health conditions.

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



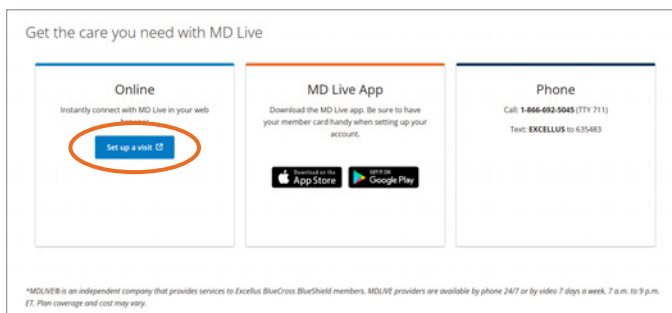
The screenshot shows the ExcellusBCBS.com/login page. It features a 'Member Login' section with fields for Username and Password, and a 'Log In' button. Below this are links for 'Forgot Username?' and 'Forgot Password?'. To the right is a 'Create an Account' section with a 'Register & Create Account' button. At the bottom, there is a link to 'Download the Excellus BCBS mobile app!' with icons for the App Store and Google Play.

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



The screenshot shows the ExcellusBCBS.com main menu. The 'Find a Doctor' dropdown menu is open, and the 'MD Live' option is circled in orange. The 'MD Live' option is described as 'Virtual BlueShield Therapy with Your Health'.

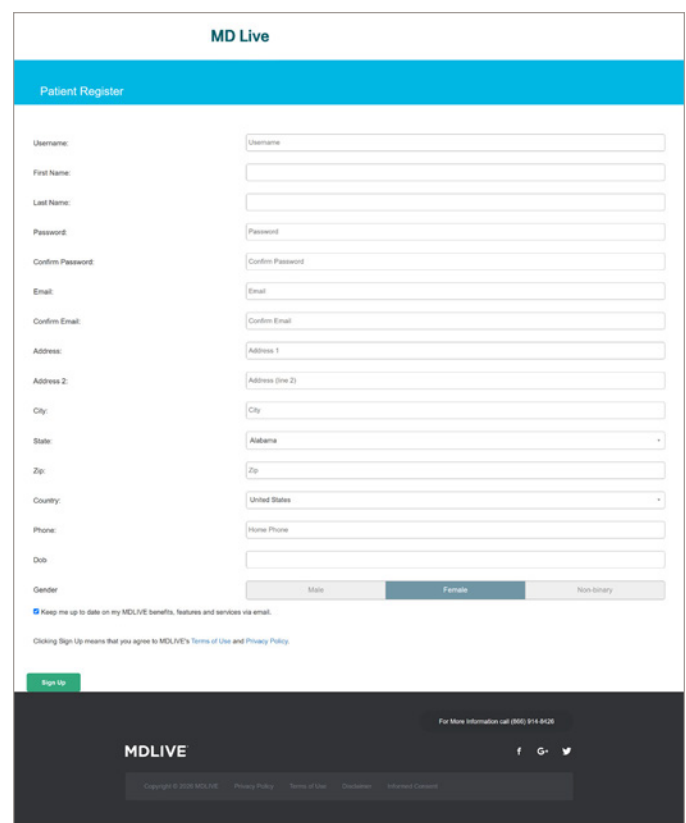
- 3 Scroll down on the page and click **Set up a visit**.



The screenshot shows the MD Live service options. There are three main sections: 'Online' (Instantly connect with MD Live in your web), 'MD Live App' (Download the MD Live app...), and 'Phone' (Call 1-866-692-5045 (TTY 711)). The 'Set up a visit' button in the 'Online' section is circled in orange.

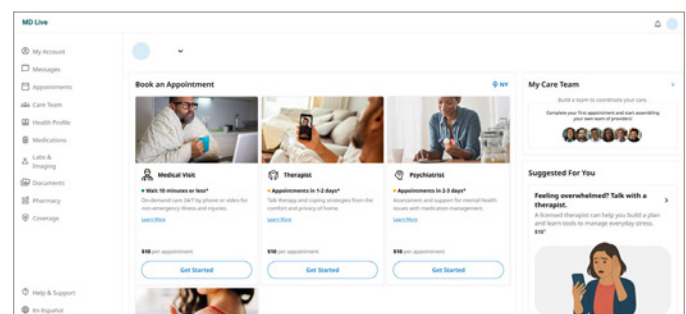
- 4 **Complete the registration process on the MD Live website.**

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.



The screenshot shows the MD Live Patient Register form. It includes fields for Username, First Name, Last Name, Password, Confirm Password, Email, Confirm Email, Address 1, Address 2, City, State (Alabama), Zip, Country (United States), Phone (Home Phone), and Date of Birth. There are also checkboxes for 'Keep me up to date on any MDLIVE benefits, features and services via email.' and 'Clicking Sign Up means that you agree to MDLIVE's Terms of Use and Privacy Policy.' The 'Sign Up' button is highlighted in green.

- 5 **Once you complete the registration process your account will be created and you will receive an email confirmation.**



The screenshot shows the MD Live dashboard. It features a 'Book an Appointment' section with options for 'Medical Visit' (15-30 minutes or less), 'Therapist' (1-2 days), and 'Psychiatrist' (3-5 days). There is also a 'My Care Team' section and a 'Suggested For You' section. The 'Get Started' buttons are highlighted in blue.



## Three additional options for registering your account:

1



### Text EXCELLUS to 635483

Register using MD Live's Health Assistant Chatbot from your smartphone or tablet. Message and data rates may apply.

2



### Call 866-692-5045

(TTY 800-770-5531)

3



### Download the MD Live app



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MD Live is an independent company providing virtual care services to Excellus BlueCross BlueShield members.

MDLIVE Medical Group (DE), P.A., MDLIVE Medical Group, PA and other MD Live related independent professional entities provide the clinical services made available by MD Live.

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