

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	<p>Telehealth is just like any other scheduled appointment with your primary care doctor.</p> <p>The only difference is, instead of going into your doctor's office, you both conduct the visit through phone or video connection.</p> <p>Check with your primary care doctor to see if they offer this option.</p>	<p>If your doctor isn't available for minor medical needs, telemedicine, provided through MDLIVE®, may be an option for you.</p> <p>Telemedicine gives you fast and convenient access to a doctor 24/7/365 to virtual medical, dermatology and behavioral health care.</p>
When to use each of these services	<p>Your doctor should be your first choice for routine medical care or minor illnesses or injuries that are not an emergency.</p>	<ul style="list-style-type: none"> • 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	<p>Your doctor's office can help you understand what telehealth options they offer, but common services provided are:</p> <ul style="list-style-type: none"> • 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 	<p>Acute Care:</p> <ul style="list-style-type: none"> • Allergies • Asthma • Cold & Flu • Constipation • Diarrhea • Fever • Joint aches • Pink eye • and more <p>Behavioral Health:</p> <ul style="list-style-type: none"> • Addictions • Anxiety • Bipolar disorders • Depression • Grief and loss • LGBTQ support • Stress • and more <p>Dermatology:</p> <ul style="list-style-type: none"> • Acne • Cold Sores • Dermatitis • Eczema • Fungal skin infections • Psoriasis • Suspicious spots and moles • and more
How to register	<p>If you don't know if your doctor(s) offers telehealth services, simply call and ask for more details.</p>	<p>Don't wait until you need it. There are four easy ways to activate telemedicine today:</p> <p>WEB: Register/log in at ExcellusBCBS.com/Member</p> <p>APP: Download the MDLIVE app</p> <p>TEXT: Text EXCELLUS to 635483 (Message and data rates may apply)</p> <p>VOICE: Call 1-866-692-5045</p>



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



Copyright © 2026. 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.

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

B-8147 / 22420-26M
A11yCRG-050526