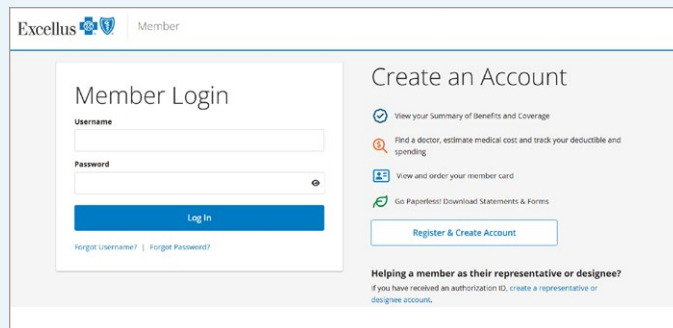
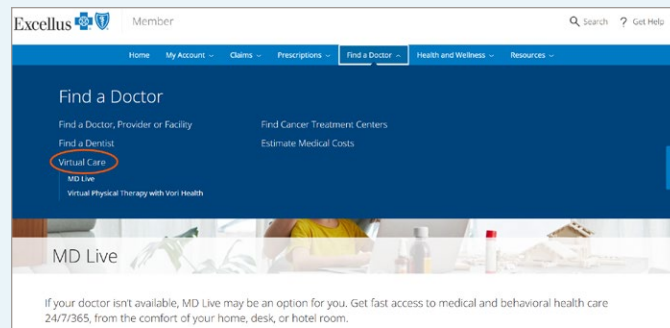


# 6 easy steps to get started with telemedicine

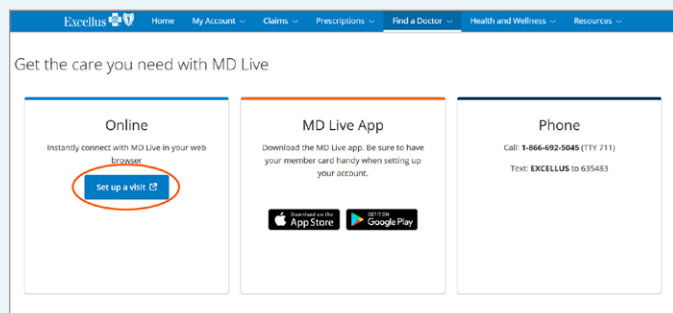
When your doctor isn't available, we have partnered with MDLIVE® to give our members 24/7 access to U.S. board certified doctors for non-emergency medical services. MDLIVE also provides care with psychiatrists and other mental health providers for behavioral health conditions.



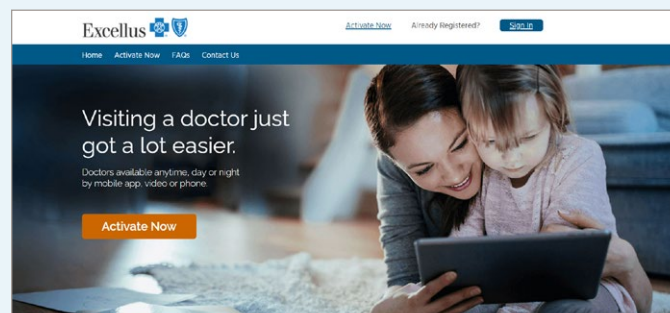
- 1** Register or log in to your account at **ExcellusBCBS.com/login**.



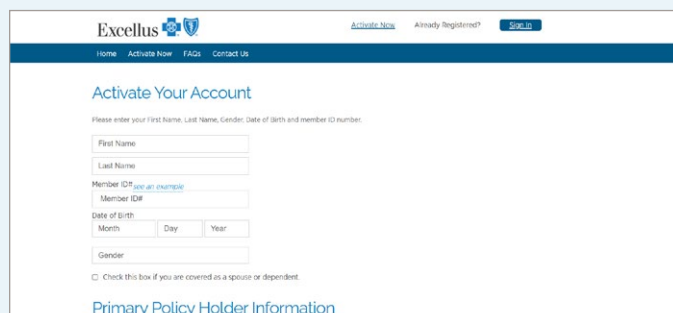
- 2** From the main menu, click on the **Find a Doctor** drop down, and then click **Virtual Care**.



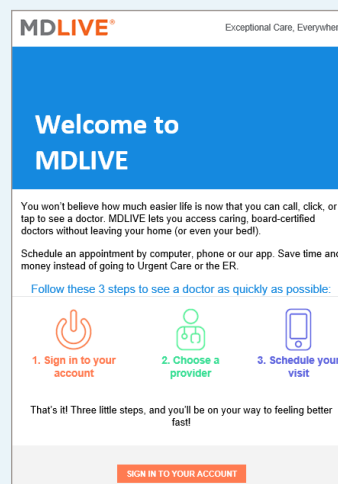
- 3** Scroll down on the page and click **Setup a Visit**.



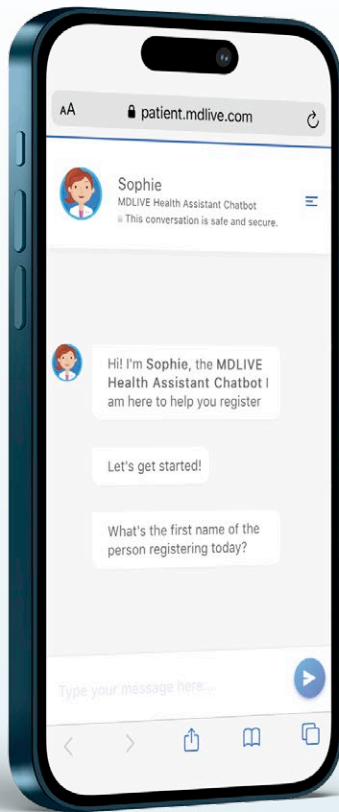
- 4** Once on the MDLIVE landing page, click **Activate Now**.



- 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.



- 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**



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

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