

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
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 wherever you are through your phone, tablet, or computer.</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>Medical Telemedicine for:</p> <ul style="list-style-type: none"> • Allergies • Asthma • Cold & Flu • Constipation • Diarrhea • Fever • Joint Aches • Nausea • Pink Eye • Rashes • And more <p>MDLIVE also provides behavioral health services for:</p> <ul style="list-style-type: none"> • Addictions • Anxiety • Bipolar disorders • Depression • Eating disorders • Grief and loss • LGBTQ support • Panic disorders • Stress • 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/Telemedicine

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