

With virtual care, a doctor is only a few clicks away

Virtual care benefits from MDLIVE® give your employees a convenient and affordable care option. They can talk to a licensed medical professional by secure video chat, email, or phone.



Telemedicine

Day or night, your employees can talk to a board-certified doctor who can treat non-emergency conditions, such as sinus infections, pink eye, earaches, and flu. MDLIVE also provides pediatric telemedicine services for non-emergency conditions.



Telebehavioral health

Your employees can talk to therapists, psychologists, and psychiatrists from the comfort and privacy of home. They can schedule a confidential virtual visit if they're feeling stressed or overwhelmed, or for conditions such as anxiety, depression, and panic disorders.



Teledermatology

With teledermatology, your employees can get a diagnosis, treatment, and prescription (as needed) from a board-certified dermatologist for more than 3,000 skin, hair, and nail conditions.

Want to add MDLIVE virtual care benefits to your health plan?

Talk to your Independence account representative or broker.

FOR SELF-FUNDED PLANS



VIRTUAL CARE BENEFITS

Using virtual care may help you and your employees:

- Reduce ER and urgent care visits for non-emergencies
- Decrease absenteeism
- Lower medical costs

In most cases, the virtual diagnosis is effective:*

96% of patients did not receive further care for that same condition

82% of cases did not require further action within the next 7 days

97% patient satisfaction

MDLIVE PHYSICIANS:



Are board-certified, credentialed, and licensed



Average 15 years of practice experience



Receive specialized training in diagnosing patients by video or phone



Adhere to the highest quality standards, plus NCQA and URAC guidelines



It's easy to register and use

Your employees can activate their MDLIVE account by texting Sophie, a virtual assistant who guides them through the quick registration process.

When they need to talk to a doctor or behavioral health care professional, it's fast and easy. Your employees can request a virtual appointment in several ways, depending on whether they prefer a visit by phone or video chat:



Download the MDLIVE app on a smartphone or tablet



Visit mdlive.com/ibx



Call **877-764-6605**

Costs for 2023

Cost per contract per month (PCPM)

Telemedicine only: \$0.70 PCPM

Telemedicine + telebehavioral health: \$0.77 PCPM

Telemedicine + telebehavioral health + teledermatology: \$0.79 PCPM

Cost per visit

Telemedicine: \$64

Teledermatology: \$94

Telebehavioral health: Up to \$250

*Based on internal data

MDLIVE is an independent company providing telemedicine, teledermatology, and telebehavioral health services for Independence Blue Cross members.

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association.