



# Telemedicine Powered by MDLIVE



A nonprofit independent licensee of the Blue Cross Blue Shield Association



# THE AGENDA

- Non-emergency, medical telemedicine
- Behavioral health telemedicine
- Scheduling
- Text registration





# Non-Emergency, Medical Telemedicine

# Telemedicine\*

24/7/365 on-demand access to U.S. board-certified doctors — anytime, anywhere.

Doctors can:

- Diagnose your signs and symptoms
- Prescribe medication (when appropriate)
- Send the prescription to your nearest pharmacy



# How To Register:



Call Toll-Free



See the Doctor On  
Your Smartphone



See the  
Doctor Online



Mobile  
application



Text Sophie  
chatbot

Affordable



On-Demand



Virtual Health Care

**Don't wait until you need it. Here are some easy ways  
activate telemedicine today.**

**WEB:** Register/Log in at [ExcellusBCBS.com/Member](https://ExcellusBCBS.com/Member)

**APP:** Download the MDLIVE app

**TEXT:** Text EXCELLUS to 635483

**VOICE:** Call 1-866-692-5045

Check with your Primary Care Physician to see if they offer telemedicine!



# How To Keep Your Doctor Involved

## My Providers

  
My Health

  
My Pharmacy

  
My Providers

  
Consultation History

  
My Records

### Primary Care Provider

**Dr. Brian Buggie**

New York, NY  
(646) 572-9137 (Fax)  
London Terrace Psychiatry

REMOVE

EDIT

# Common Conditions Treated by MDLIVE Physicians

Board-certified doctors and pediatricians are available 24/7 to treat non-emergency conditions such as:

## Adult Care

- Acne
- Allergies
- Asthma
- Cold/Flu
- Constipation
- Fever
- Headache

## Adult Care Cont'd.

- Joint Aches & Pains
- Nausea & Vomiting
- Pink Eye
- Rashes
- Sunburn

## Pediatric Care

- Cold & Flu
- Constipation
- Fever\*
- Nausea & Vomiting
- Pink Eye



# Examples of When to Use MDLIVE

- Primary Care Physician is not available
- Not able to leave work
- Not able to leave home
- On vacation
- Children away at college
- And more...







# Behavioral Health Telemedicine Powered by MDLIVE

# Behavioral Health Telemedicine



- Excellus BCBS expanded the MDLIVE program to offer behavioral health telemedicine effective January 1, 2019
- Behavioral health telemedicine helps to remove common barriers and makes it easy to connect with the care you may need:
  1. Convenient, confidential therapy sessions from your home, office or on the go
  2. Wait times are 3-4x shorter than traditional in-person appointments
  3. Therapists are available on your schedule, including nights and weekends
  4. Option to schedule recurring appointments with one provider
  5. Consultations can be done through phone only or video through MDLIVE's HIPAA compliant and secure portal

# Behavioral Health Telemedicine



MDLIVE's highly trained psychiatrists and therapists can help you through a wide range of conditions, including:

- Addiction
- Bipolar Disorders
- Depression
- Eating Disorders
- Grief and Loss
- LGBTQ Support
- Life Changes
- Panic Disorders
- Postpartum Depression
- Relationship Issues
- Stress
- Trauma and PTSD

## Providers

### Therapists

- Psychologists
- Master's Prepared Clinicians
- Licensed Social Workers
- Professional Counselors

### Psychiatrists

- Medical doctors
- Prescribe medication, if necessary

# Selecting a Provider

1. Get a recommendation from your Primary Care Physician
2. Access the MDLIVE site and click on "Learn More" under the provider type OR
3. Call MDLIVE 24/7 support line

**Therapy Counseling**

Private, secure and confidential therapy sessions by video or phone. By appointment only

**Use it for:**  
Anxiety  
Grief and Loss  
Relationship Issues  
Sadness & Stress  
Sexuality  
and more...

[Learn More →](#)

[SCHEDULE A VISIT](#)

**Psychiatry**


Psychiatrists typically don't provide therapy, but can prescribe medications when appropriate

**Use it for:**  
Anxiety  
Bipolar Disorder  
Depression  
Insomnia  
Trauma and PTSD  
and more...

[Learn More →](#)

[SCHEDULE A VISIT](#)


**BEHAVIORAL**



**How it works**

No matter where you live, we've made it easy to choose the right provider and easily schedule virtual sessions, all from the comfort of your own home!


**What type of provider should I see?**



**Counselors**

Counselors provide guidance and support by talking to you.

[See A Counselor →](#)



**Psychiatrists**

Psychiatrists are medical doctors who primarily prescribe medication.

[See A Psychiatrist →](#)



# Behavioral Health Telemedicine Restrictions or Exclusions



## **No Age Restrictions**

- Children under the age of 10 are reviewed on a case by case basis

## **Conditions and Prescriptions Excluded from MDLIVE Services:**

- Patients with specific symptoms that could worsen with the use of telecommunications technology (florid psychosis, delusions, etc.)
- Patients who have experienced recent significant/recent suicidal/homicidal ideation
- Patients experiencing a domestic violence crisis
- Patients in need of a prescription for controlled substances, which cannot be prescribed via telehealth



# Scheduling

# Scheduling

Example of how  
costs will be  
displayed

## Choose Your Provider Type

### Medical Visit

Board-certified doctors and pediatricians available 24/7

**\$40** Per Visit

Use it for:  
Cold & Flu  
Pink Eye  
Sinus Infection  
Sore Throat  
UTI (Females only)  
and more...

SEE A DOCTOR NOW

SCHEDULE A VISIT

### Therapy Counseling

Private, secure and confidential therapy sessions.  
By appointment only

**\$90** Per Session

Use it for:  
Anxiety  
Grief and Loss  
Relationship Issues  
Sadness & Stress  
Sexuality  
and more...

Learn More →

SCHEDULE A VISIT

### Psychiatry

Psychiatrists typically don't provide therapy, but can prescribe medications when appropriate

**\$150** Per Session

Use it for:  
Anxiety  
Bipolar Disorder  
Depression  
Insomnia  
Trauma and PTSD  
and more...

Learn More →

SCHEDULE A VISIT

BACK

# Scheduling

Reason for Visit

Interview

Visit Type

Choose Provider

Express Review



Hi! I am Sophie, your virtual health assistant

Search for your medical problem or choose one of the following conditions

Allergies (Hayfever)

Ear Pain

Flu Symptoms

Flu Exposure

Sore Throat

UTI (Urinary Tract Infection)

Sinus And Cold Symptoms

Rash

PINK EYE (CONJUNCTIVITIS)

REFILL MEDICATION

Something else...

## A photo may be helpful for treatment.

You can upload a photo or document if you believe it will help the provider understand your problem better.

UPLOAD FROM A PHONE

We will send a text message with instructions on how to upload photos

UPLOAD FROM THIS DEVICE

Already have the photos ready? Upload them right now from here



### Why do I need to upload a photo?

Photos can be very helpful for problems related to your Skin, Eye, Throat, or any issue that shows a change in color or swelling. A photo of your prescription bottle also helps if you need a refill.

BACK

CONTINUE



# Scheduling

Specialty



Language



Gender



ALL



Fri, 02 Aug. 2019



**Dr. Aaron Aldape, DO**  
General Practice

Available Today, 01:45 PM EDT

SCHEDULE

[See all available times](#)



**Dr. Saloni Anand, MD**  
General Practice

Available Today, 01:15 PM EDT

SCHEDULE

[See all available times](#)



**Dr. Kenneth McElynn, MD**  
General Practice

Available Today, 01:30 PM EDT

SCHEDULE

[See all available times](#)



# Text Registration

# How to Register for MDLIVE



**MDLIVE mobile application**  
download on any smart device



Log in at [ExcellusBCBS.com/Member](https://ExcellusBCBS.com/Member) to  
register your account



or call  
1-866-692-5045

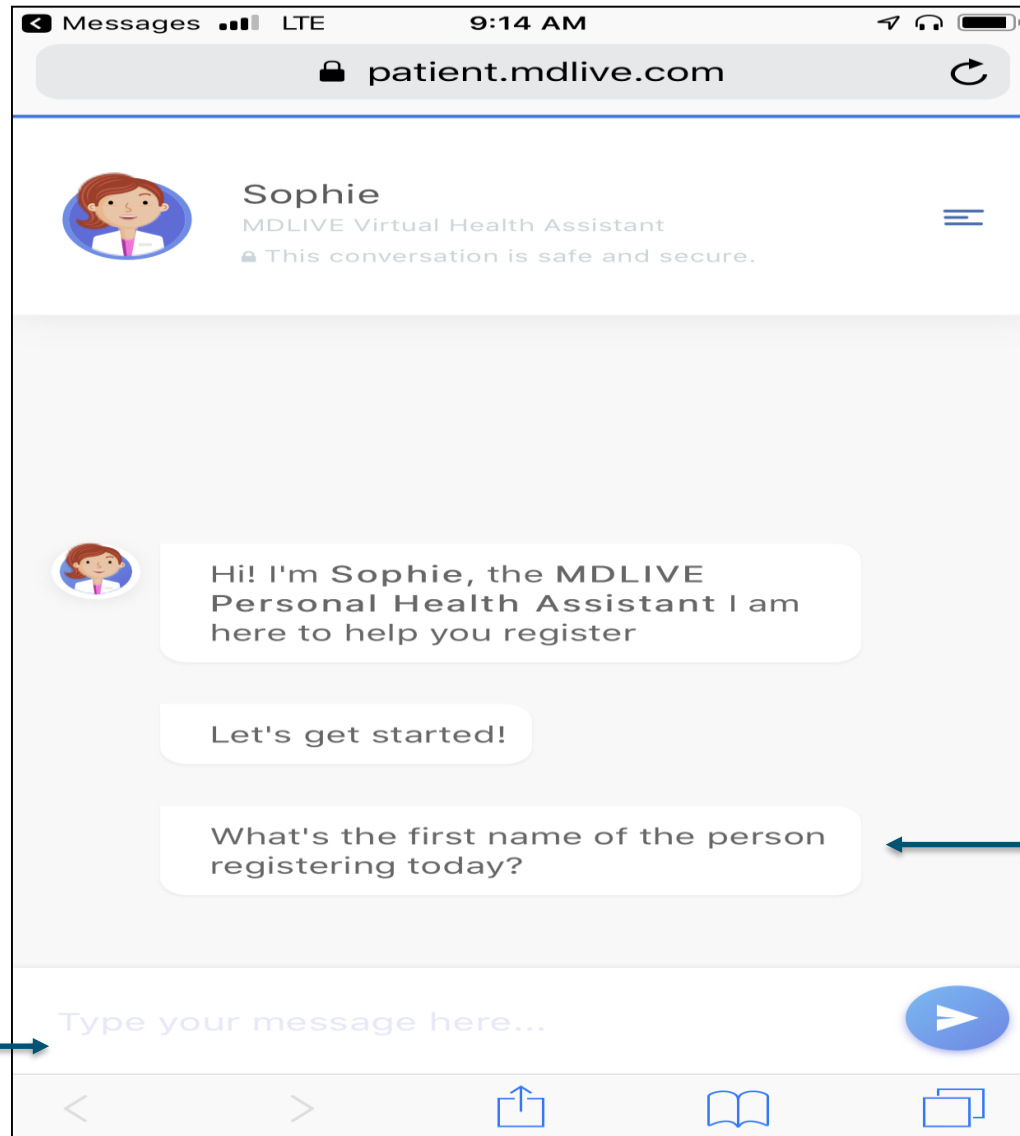


Text "**Excellus**" to 635-483



Avoid the wait. Your life is  
24/7. Now your doctor is too.

# Begin Answering the Chatbots Questions



Type all messages in the box and press the arrow to send

Start by providing the first name of the person registering





MESSAGES

now

**635-483**

Connect with Sophie the MDLIVE Personal Health Assistant.



**Sophie**

MDLIVE Virtual Health Assistant

🔒 This conversation is safe and secure.



Hi! I'm Sophie, the MDLIVE Personal Health Assistant I am here to help you register

Let's get started!

What's the first name of the person registering today?

Katie



Hello, Katie. It's very nice to meet you! Are you ready to register a new account?

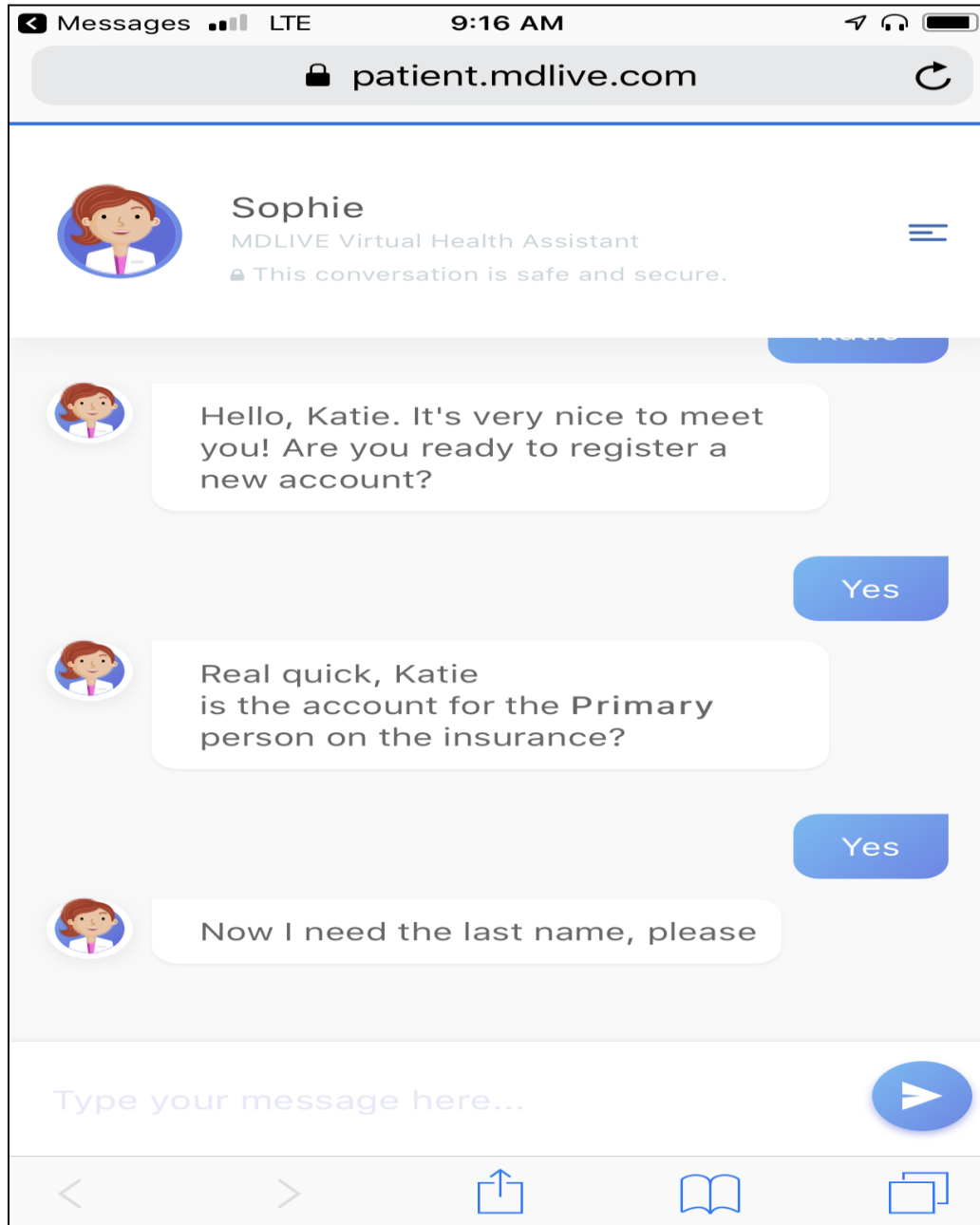
Yes

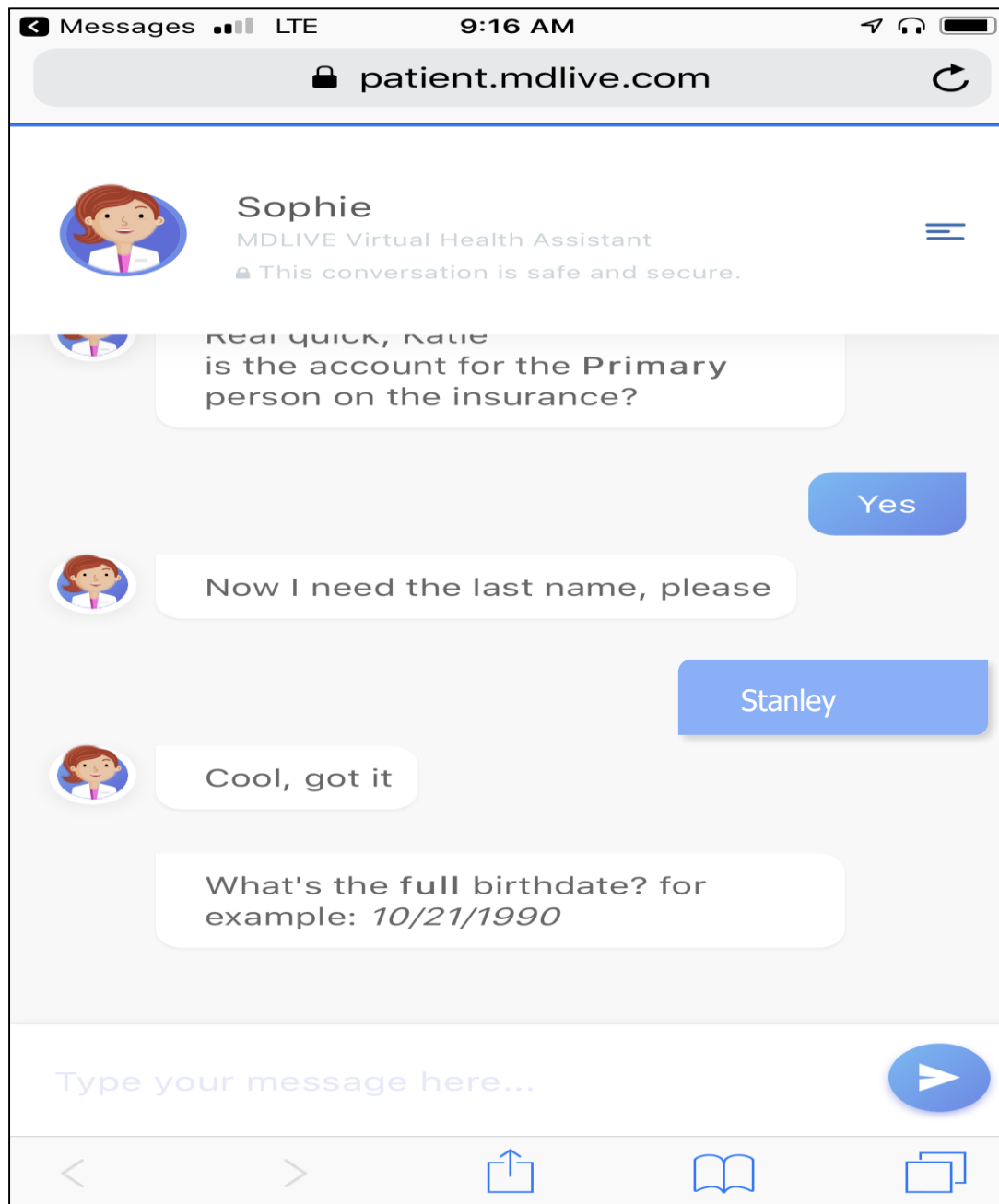
No

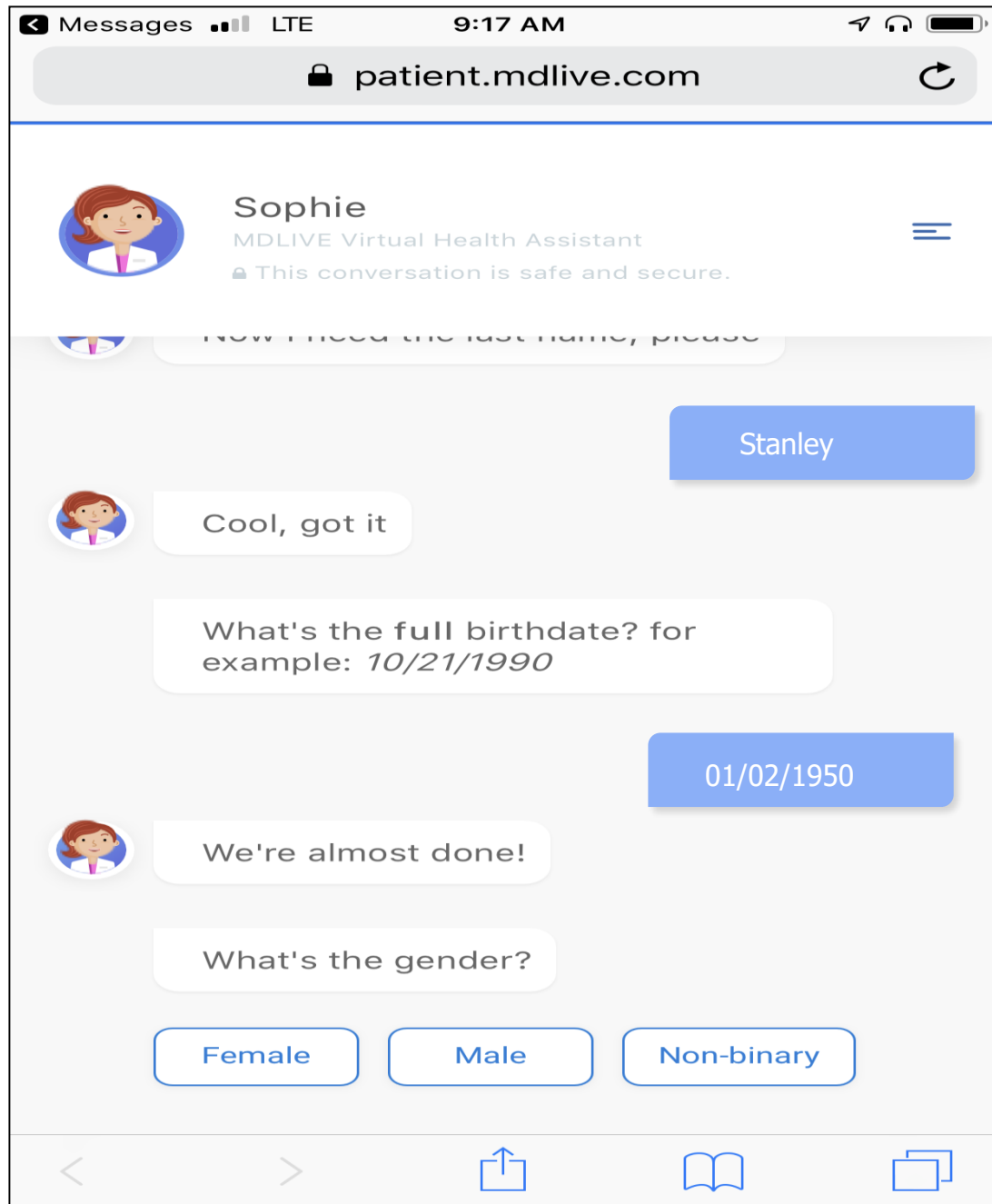


Reminder text message sent if link was not clicked

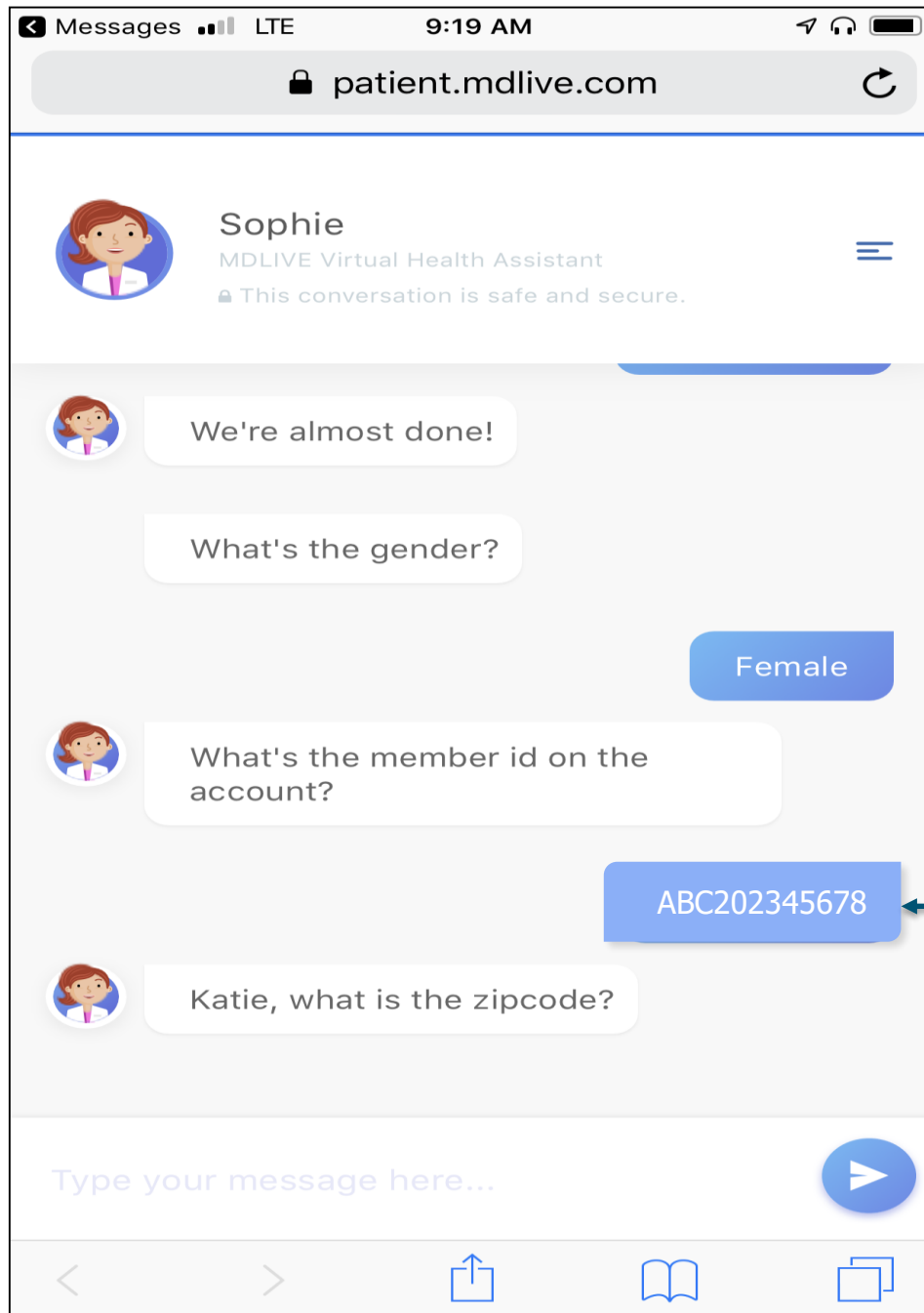
Continue answering the chatbots questions to complete the registration process



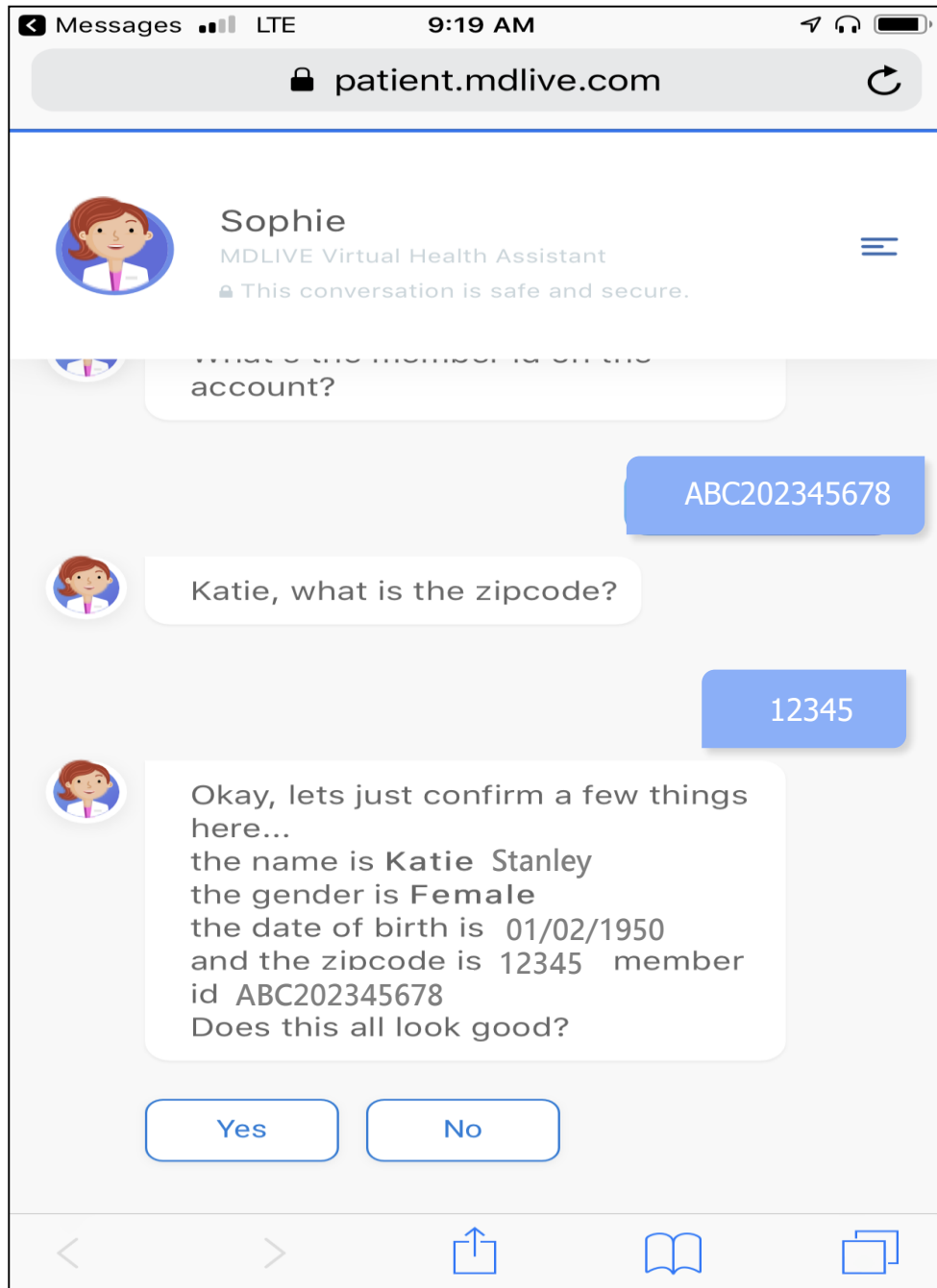


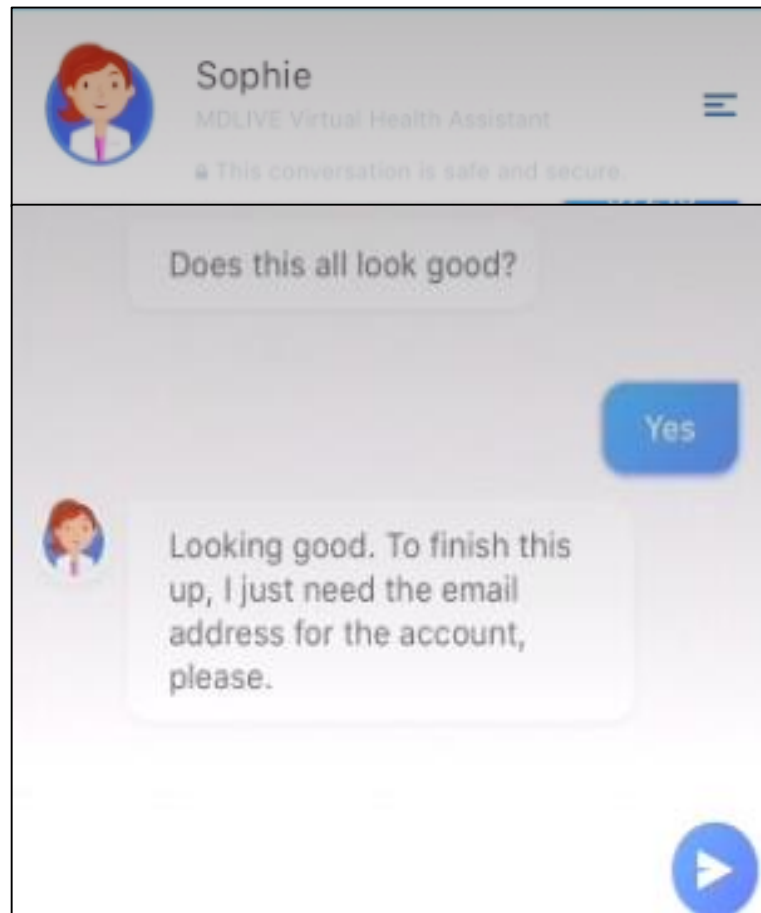


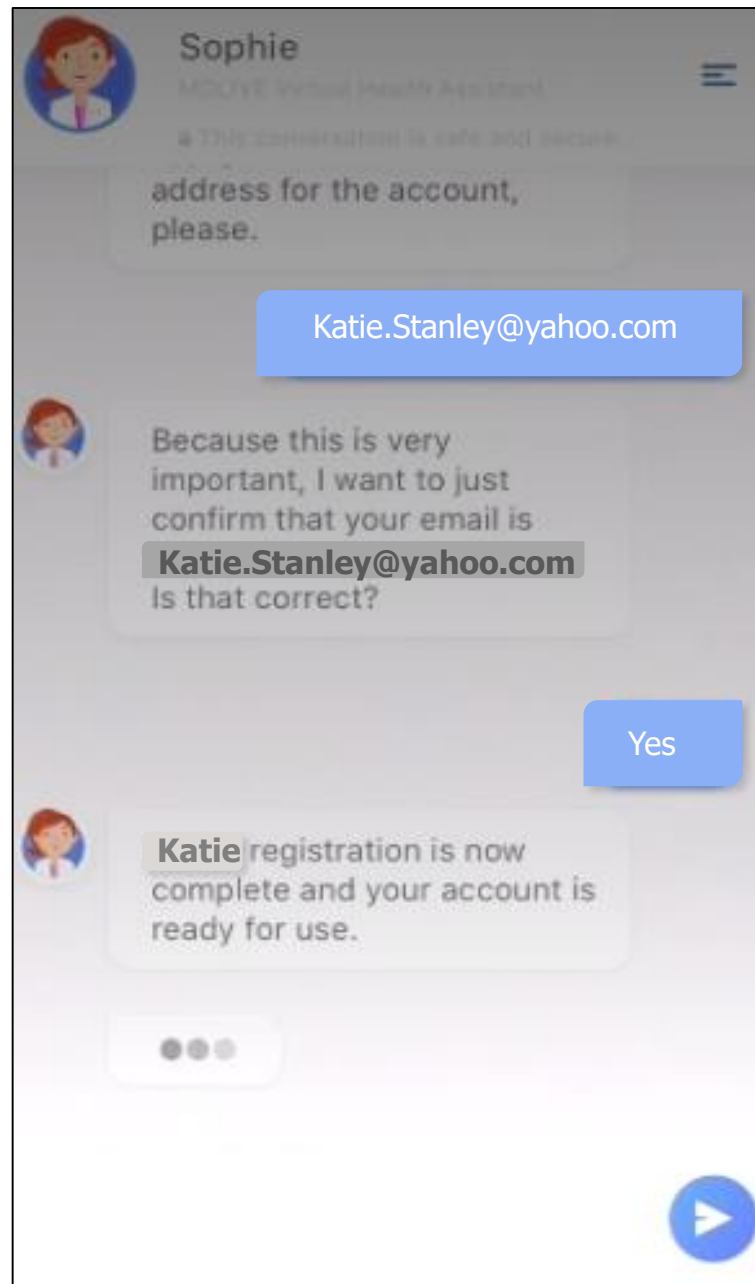


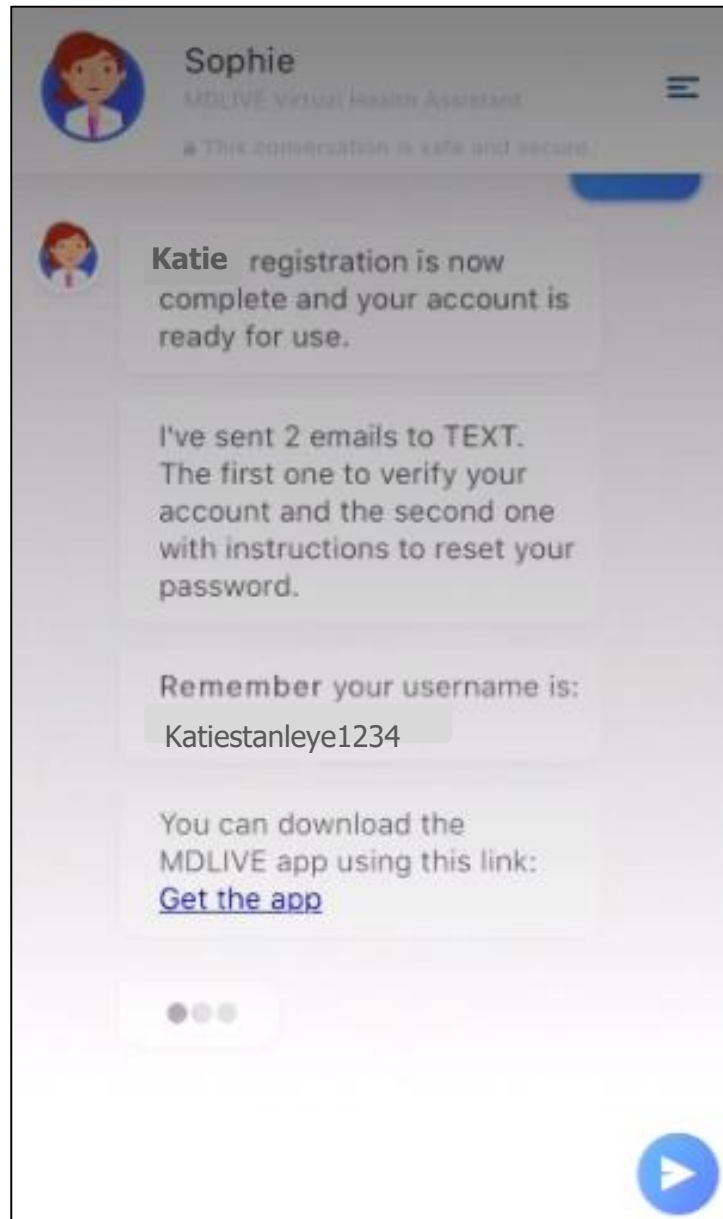


Don't forget the  
3 letter prefix  
before the  
member ID #











—THANK—  
**YOU**

# APPENDIX

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# TELEMEDICINE MDLIVE MADNESS

NOW THROUGH APRIL 17

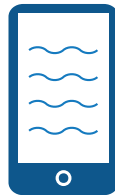
LAST NAME, FIRST NAME  
BUILDING

## HOW TO ACTIVATE YOUR BENEFIT

APP



TEXT



WEB



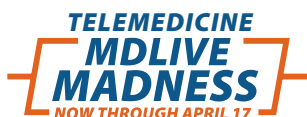
CALL



### ACTIVATE VIA APP, TEXT, WEB OR PHONE CALL!

See reverse for tips on getting started.  
Whichever path you choose, make sure you:

- ✓ Have your **Excellus BCBS Health Insurance Card** handy—you will need your subscriber ID (Ex. VYK 123456789)
- ✓ Select **MDLIVE as a Benefit**, if prompted
- ✓ Type in/select **Excellus BCBS** as your **Insurance Provider**, if prompted



For Syracuse City School District employees with Excellus BCBS health insurance. Sign up now through April 17 to be entered into MDLIVE Madness prize drawings! Please call (315) 435-4171 or email [humanresources@scsd.us](mailto:humanresources@scsd.us) if you have any questions!





## APP

### Download MDLIVE

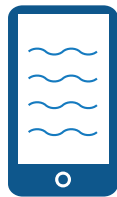
- 1 On your smartphone, download the *MDLIVE* app from the Apple or Google Play store
- 2 Fill in your personal information as prompted

Don't forget to check MDLIVE as a Benefit and to enter Excellus BCBS as your Insurance Provider.

MDLIVE as a Benefit

Employer, Insurance Provider, or Organization

Excellus BCBS



## TEXT

### Text EXCELLUS to 635483

- 1 Text *EXCELLUS* to 635483
- 2 Click on the *link in the message that you receive*
- 3 Answer all of the MDLIVE chatbot, *Sophie's*, questions




## WEB

### Visit ExcellusBCBS.com/member

- 1 In your browser, visit [ExcellusBCBS.com/member](https://ExcellusBCBS.com/member)
- 2 Login or create an account for Excellus BCBS website
- 3 Select *Telemedicine*

If you already have an Excellus BCBS web account, log in. If this is your first time visiting, create an account.

Once you've logged into the Excellus BCBS website, click  **Telemedicine Visit** (upper right hand side of the screen).

- 4 Click *Setup a Telemedicine Visit* button
- 5 Click *Activate Now* button

Setup a Telemedicine Visit \*

- 6 Fill in your personal information as prompted



## CALL

Call 1-866-692-5045