

# THE BEST SUPPORT STAYS WITH YOU



Everyone needs a little support now and then. But concerns over cost, access, and confidentiality can be a barrier to reaching out.

Through our partnership with MDLIVE, you can schedule a consultation with a psychiatrist or therapist 24/7 via phone, tablet, or computer — wherever and whenever you need to.

Traveling for work or vacation? Need an appointment outside of work hours or on weekends? Can't fit an office visit in because of your busy schedule or a long commute? Concerned about costs or confidentiality? Behavioral health telemedicine removes those 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 therapist

**Whether it's managing daily stress or coping with a major life event, we're here to help.**

Our highly trained psychiatrists, psychologists, and social workers 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

**Considering therapy but not sure it's right for you? Take one of our free online assessments at [MDLIVE.com/BH-Assessments](https://www.mdlive.com/BH-Assessments).**



**Telemedicine is covered just like a trip to the doctor.**

If your doctor's office visit is...	Then your medical and behavioral health telemedicine program benefit cost share is...
Covered with a copay	Covered in full.
Covered with copay/deductible	Covered in full once deductible is met.*
Covered deductible/ covered in full	Covered in full once deductible is met.*
Covered with deductible/ coinsurance	Covered in full once deductible is met.*
Covered with coinsurance only	Covered in full once deductible is met.*

\*If you haven't met your deductible, you will pay the allowable charge for Behavioral Health services. The allowable costs for the Behavioral Health services vary but do not exceed \$150. This means a member who has not met their deductible will not pay more than \$150

**If you think you need help now or may need help tomorrow, activate telemedicine today.**

It's fast and easy. And once you set up your account, you'll also have access to a doctor 24/7/365, so you can receive care for any minor, non-life-threatening illnesses or conditions wherever and whenever you need to.

**Don't wait until you need it. There are four easy ways to activate telemedicine today.**

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

**APP** - Download the MDLIVE app

**TEXT** - Text EXCELLUS to 635483

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

**A BETTER SOLUTION**



**patient satisfaction rate<sup>1</sup>**



**of patients come back for a second session<sup>1</sup>**



**of patients show improvement over time<sup>1</sup>**

<sup>1</sup> Based on MDLIVE data, 2016.

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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 visit [www.mdlive.com/terms-of-use](http://www.mdlive.com/terms-of-use). MDLIVE is an independent company, offering telehealth services in the Excellus BlueCross BlueShield service area.

Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex.

Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.

注意：如果您说中文，我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方式。

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