



# CARE WHERE AND WHEN YOU NEED IT

Consult with a doctor or mental health professional

## Medical Virtual Visits

With medical Virtual Visits, you have access to a licensed board-certified doctor 24 hours a day, seven days a week, including weekends and holidays. Medical Virtual Visits are typically one-time consultations with a provider about a specific medical condition, including:

- Allergies
- Bladder/Urinary tract infection
- Bronchitis
- Cold and flu
- Headache
- Nausea
- Pink eye
- Sore throat
- Rash

## Mental health Virtual Visits

Mental health Virtual Visits are similar to an outpatient visit to a provider's office, but the visit is conducted online. You must make appointments in advance – appointments are typically available within five to seven days on average, but could take up to two weeks. Providers include licensed mental health professionals such as therapists, social workers, psychologists and psychiatrists who can address issues such as:

- Anxiety
- Depression
- Relationship issues
- Trauma and loss
- Insomnia
- Addiction
- Stress
- Anger management

### Benefits for medical and mental health Virtual Visits through MDLIVE<sup>®</sup> or Doctor On Demand<sup>®</sup>:

- **HealthSelect of Texas<sup>®</sup>, HealthSelect<sup>SM</sup> Out-of-State and HealthSelect<sup>SM</sup> Secondary:** No cost to you.
- **Consumer Directed HealthSelect<sup>SM</sup>:** You pay 20% of the allowable amount after the annual deductible is met.

## Connect

Connect with a medical doctor via online video or by telephone anywhere a connection is available 24 hours a day, seven days a week.

For mental health Virtual Visits, make an appointment online and connect by video conference.

**You have a choice between two providers.**

### Doctor On Demand

[doctorondemand.com](http://doctorondemand.com)  
(800) 997-6196 (TTY: 711)

### MDLIVE

[mdlive.com/healthselect](http://mdlive.com/healthselect)  
(800) 770-4622 (TTY: 711)



## Create an Account

### 1. Go online or download the app

All you need is an Internet connection or your mobile phone and visit **Doctor On Demand** or **MDLIVE** by website or app

### 2. Create your account

Have your medical ID card handy

### 3. Choose a doctor

Make an immediate appointment or schedule for later

### 4. Consult with a board-certified doctor or licensed mental health professional

## Call a BCBSTX Personal Health Assistant

Need assistance signing up or have questions about how to use Virtual Visits?

Toll-free at **(800) 252-8039 (TTY: 711)**

Monday – Friday 7 a.m. – 7 p.m.  
and Saturday 7 a.m. – 3 p.m. CT

[www.healthselectoftexas.com](http://www.healthselectoftexas.com)

In the event of an emergency, this service should not take the place of an emergency room or urgent care center. MDLIVE and Doctor On Demand doctors do not take the place of your primary care doctor. Internet/Wi-Fi connection is needed for computer access. Data charges may apply. Check your cellular data or internet service provider's plan for details. Non-emergency medical service in Idaho, Montana and New Mexico is limited to interactive audio/video (video only). Non-emergency medical service in Arkansas is limited to interactive audio/video (video only) for initial consultation. Service availability depends on location at the time of consultation. Medical Virtual Visits are subject to the terms and conditions of your benefit plan, including benefits, limitations, and exclusions. Mental health Virtual Visits are subject to the terms and conditions of your mental health office visit benefit of your plan, including benefits, limitations and exclusions. Claims for medications prescribed as part of mental health Virtual Visits are treated the same as those prescribed during a mental health office visit. The telemedicine services made available through Doctor On Demand are provided by licensed physicians practicing within a group of independently owned professional practices collectively known as "Doctor On Demand Professionals." These professional practices provide services via the Doctor On Demand telehealth platform. Doctor On Demand, Inc. does not itself provide any physician, mental health or other healthcare provider services.

MDLIVE and Doctor On Demand operate subject to state regulations and may not be available in certain states. MDLIVE and Doctor On Demand are not insurance products nor prescription fulfillment warehouses. MDLIVE and Doctor On Demand do not guarantee that a prescription will be written. MDLIVE and Doctor On Demand do not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE and Doctor On Demand physicians reserve the right to deny care for potential misuse of services. MDLIVE is a separate company that operates and administers the Virtual Visits program for Blue Cross and Blue Shield of Texas. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without written permission. Doctor On Demand is an independent company that operates and administers the Virtual Visit program for Blue Cross and Blue Shield of Texas. Doctor On Demand is solely responsible for its operations and for those of its contracted providers.

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