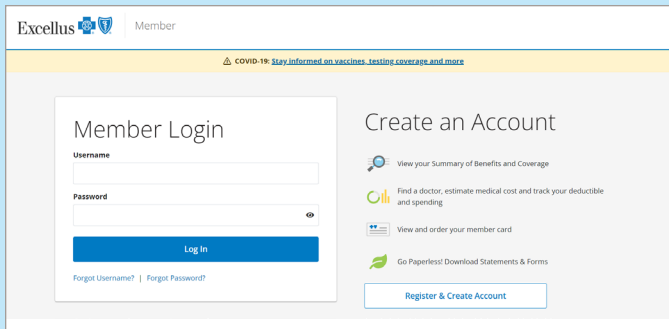
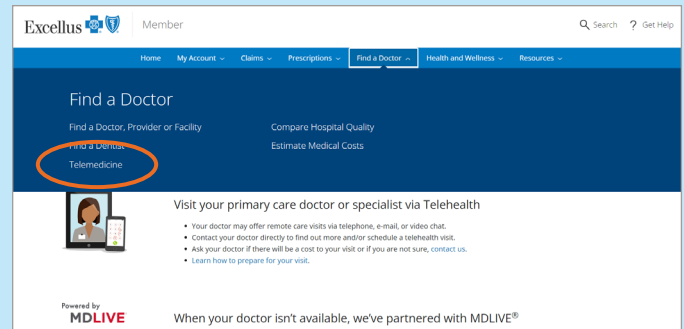


# 6 Easy Steps to Get Started with Telemedicine

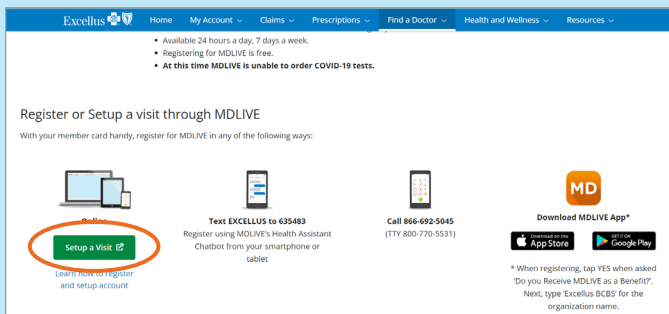
When your doctor isn't available, we have partnered with MDLIVE® to give our members 24/7 access to U.S. board certified doctors for non-emergency medical services. MDLIVE also provides care with psychiatrists and other mental health providers for behavioral health conditions.



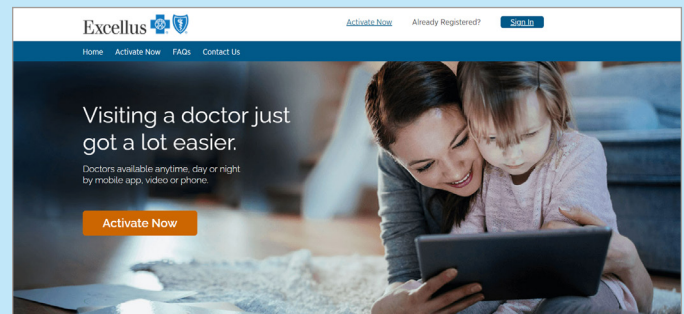
**1** Register or log in to your account at [ExcellusBCBS.com/login](https://ExcellusBCBS.com/login).



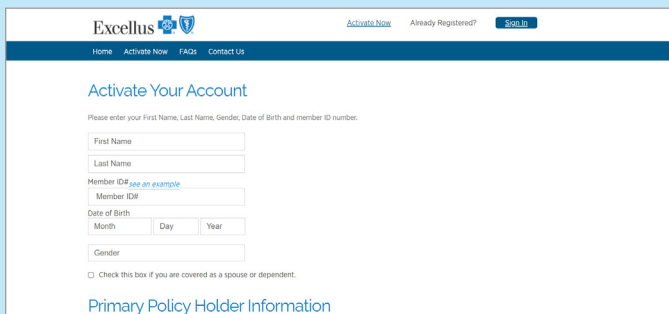
**2** From the main menu, click on the **Find a Doctor** drop down, and then click **Telemedicine**.



**3** Scroll down on the page and click **Setup a Visit**.



**4** Once on the MDLIVE landing page, click **Activate Now**.



**5** Complete the registration process on the MDLIVE website. You will need your insurance member ID information and date of birth. If you're a dependent, you will need to create your own account by entering the primary policy holder's ID information and your date of birth.



**6** Your secure MDLIVE account is now created and you will receive email confirmation.

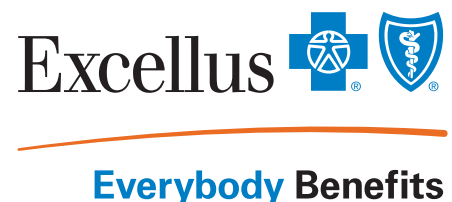
## Three additional options for activating your account:



**Text EXCELLUS to 635483**  
Register using MDLIVE's Health Assistant Chatbot from your smartphone or tablet. Message and data rates may apply.

**Call 866-692-5045**  
(TTY 800-770-5531)

**Download the MDLIVE App**



Copyright © 2022, All rights reserved.

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

Excellus BlueCross BlueShield is a nonprofit independent licensee of the Blue Cross Blue Shield Association. 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：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-659-1986 (TTY: 711)。