

# Getting to Know Your Virtual Care Options

You have options when choosing where to go for virtual care. Here is a quick break down to help you make the right choice.

	TELEHEALTH	TELEMEDICINE
<b>The Differences at a Glance</b>	<p>Telehealth is just like any other scheduled appointment with your primary care doctor.</p> <p>The only difference is, instead of going into your doctor's office, you both conduct the visit through phone or video connection.</p> <p>Check with your primary care doctor to see if they offer this option.</p>	<p>If your doctor isn't available for minor medical needs, telemedicine, provided through MDLIVE®, may be an option for you.</p> <p>Telemedicine gives you fast and convenient access to a doctor 24/7/365 wherever you are through your phone, tablet, or computer.</p>
<b>When to Use Each of These Services</b>	<p>Your doctor should be your <b>first choice</b> for routine medical care or minor illnesses or injuries that are not an emergency.</p>	<ul style="list-style-type: none"> <li>• Whenever your primary care doctor is not available</li> <li>• If you live in a rural area and don't have access to nearby care</li> <li>• When you're traveling for work or on vacation</li> <li>• Instead of going to urgent care or the emergency room for minor and non-life-threatening conditions</li> </ul>
<b>Services Provided</b>	<p>Your doctor's office can help you understand what telehealth options they offer, but common services provided are:</p> <ul style="list-style-type: none"> <li>• Non-emergency medical conditions (cold &amp; flu, pink eye, sinus infections, rashes, insect bites, allergies, etc.)</li> <li>• Behavioral health conditions (depression, substance use, anxiety, bipolar disorder, etc.)</li> <li>• Remote patient monitoring for chronic conditions (diabetes, hypertension, etc.)</li> <li>• Follow-ups or checkups (medication changes or refills)</li> <li>• Skin conditions (acne, dermatitis, eczema, psoriasis)</li> <li>• Non-life-threatening heart conditions (AFib, etc.)</li> <li>• And many more specialty conditions...</li> </ul>	<p><b>Medical Telemedicine for:</b></p> <ul style="list-style-type: none"> <li>• Allergies</li> <li>• Asthma</li> <li>• Cold &amp; Flu</li> <li>• Constipation</li> <li>• Diarrhea</li> <li>• Fever</li> <li>• Joint Aches</li> <li>• Nausea</li> <li>• Pink Eye</li> <li>• Rashes</li> <li>• And more</li> </ul> <p><b>MDLIVE also provides behavioral health services for:</b></p> <ul style="list-style-type: none"> <li>• Addictions</li> <li>• Anxiety</li> <li>• Bipolar disorders</li> <li>• Depression</li> <li>• Eating disorders</li> <li>• Grief and loss</li> <li>• LGBTQ support</li> <li>• Panic disorders</li> <li>• Stress</li> <li>• And more</li> </ul>
<b>How to Register</b>	<p>If you don't know if your doctor(s) offers telehealth services, simply call and ask for more details.</p>	<p>Don't wait until you need it. There are four easy ways to activate telemedicine today:</p> <p><b>WEB:</b> Register/Log in at <a href="http://ExcellusBCBS.com/Member">ExcellusBCBS.com/Member</a></p> <p><b>APP:</b> Download the MDLIVE app</p> <p><b>TEXT:</b> Text EXCELLUS to 635483 (Message and data rates may apply)</p> <p><b>VOICE:</b> Call 1-866-692-5045</p>



If you still have questions, visit our Telemedicine FAQ section at

[ExcellusBCBS.com/Find-A-Doctor/Telemedicine](http://ExcellusBCBS.com/Find-A-Doctor/Telemedicine)



Everybody Benefits

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