



# Care When and Where You Need It Just Got Easier

## Virtual Visits

Convenient health care at your fingertips at no cost to you



Powered by **MDLIVE**

As a participant or dependent of the National Automatic Sprinkler Metal Trades Welfare Fund who is not yet eligible for Medicare, you have access to virtual visits as of January 1, 2019.

Getting sick is never convenient, and finding time to get to the doctor can be hard. Blue Cross and Blue Shield of Illinois (BCBSIL) provides you and your covered dependents access to care for non-emergency medical issues and behavioral health needs through MDLIVE.

Whether you're at home or traveling, access to an independently contracted board-certified doctor is available 24 hours a day, seven days a week. You can speak to a doctor immediately or schedule an appointment based on your availability. Virtual visits can also be a better alternative than going to the emergency room (ER).\*

### MDLIVE doctors or therapists can help treat the following conditions and more:

#### General Health

- Allergies
- Asthma
- Nausea
- Sinus infections

#### Pediatric Care

- Cold
- Flu
- Ear problems (age 12+)
- Pink eye

#### Behavioral Health

- Anxiety/depression
- Child behavior/learning issues
- Marriage problems

The National Automatic Sprinkler Metal Trades Welfare Fund will cover 100 percent of the cost for MDLIVE doctors and therapists; no part of the MDLIVE expense will be applied to your individual deductible. The standard coinsurance will apply to any prescriptions that may arise from the use of MDLIVE doctors and therapists. The standard deductibles and coinsurance will apply to other services that may arise from the use of MDLIVE doctors and therapists (e.g. if you are advised to go the ER, use of MDLIVE before you go to the ER will not change the coverage for the ER visit).

This 100 percent level of coverage may change in the future, but no change in this benefit is currently contemplated.

\* In the event of an emergency, this service should not take the place of an emergency room.



### Connect

Computer, smartphone, tablet or telephone



### Interact

Real-time consultation with a board-certified doctor or therapist



### Diagnose

Prescriptions sent electronically to a pharmacy of your choice (when appropriate)



#### Website:

Visit the website

**MDLIVE.com/bcbsil**

- Choose a doctor
- Video chat with the doctor
- You can also access through Blue Access for Members<sup>SM</sup>



#### Mobile app:

- Download the MDLIVE app from the Apple App Store<sup>SM</sup> or Google Play<sup>TM</sup> Store
- Open the app and choose an MDLIVE doctor
- Chat with the doctor from your mobile device



#### Telephone:

- Call MDLIVE (**888-676-4204**)
- Speak with a health service specialist
- Speak with a doctor

**Get connected today!**  
**To create an account, you'll need to provide your first and last name, date of birth and BCBSIL member ID number.**

Virtual visits may not be available on all plans. 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.

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