

# TELEMEDICINE CLEAR AND SIMPLE



With telemedicine, a doctor's care is just a phone call away. The newest way to access care from Excellus BlueCross BlueShield through our partnership with MDLive, telemedicine lets you talk to a doctor anytime, anywhere. It's simple—and no surprise more people are making the call to try it out.

## WITH ANYTHING NEW, THERE ARE QUESTIONS. HERE ARE SOME QUICK ANSWERS.



### WHAT IS TELEMEDICINE?

A fast way to get access to care 24/7/365—even on holidays. All you need is a computer, tablet, or smartphone.



### WHO USES TELEMEDICINE AND WHY?

While it isn't a replacement for your primary care physician or specialist, telemedicine is great for non-emergency conditions, especially when the doctor's office is closed or you can't get to an urgent care center.



### WHAT ARE THE ADVANTAGES OF TELEMEDICINE?

**Convenience.** Get access to care in the comfort of your own home, office, or hotel room. No need to take time off work or drive across town.

**Savings.** Why pay anywhere from \$75 to \$1,800 for a visit to the doctor, urgent care center, or emergency room? The flat fee for a telemedicine visit can be as low as \$59. That's great if you have a high deductible health plan.



## WHEN SHOULD I CHOOSE TELEMEDICINE?

Telemedicine is best for common, non-emergency issues for adults and/or children.

### Adults:

- Acne
- Allergies
- Asthma
- Bronchitis
- Cold & Flu
- Fever
- Headache
- Infections

- Insect Bites
- Joint Aches & Pains
- Nausea & Vomiting
- Pink Eye
- Rashes
- Sinus Infection
- Sore Throat
- Sunburn
- Urinary Tract Infection

### Children:

- Cold & Flu
- Constipation
- Earache
- Fever
- Nausea & Vomiting
- Pink Eye



## WILL I BE ABLE TO GET A PRESCRIPTION USING TELEMEDICINE?

Excellus BCBS partners with MDLIVE for telemedicine. Their US Board-certified doctors can prescribe the medications you may need.



## WILL MY DOCTOR BE UP-TO-DATE IF I USE TELEMEDICINE?

With Excellus BCBS, absolutely. We report all visits directly to your primary care physician, so everyone's on the same page.

[Visit ExcellusBCBS.com/Telemedicine](http://ExcellusBCBS.com/Telemedicine)  
to find out more today.

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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.

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