



Virtual Visits for Convenient, Confidential Care

Your Blue Cross and Blue Shield of Illinois (BCBSIL) benefit includes behavioral health care visits with MDLIVE® board-certified doctors and licensed therapists.

Virtual Visits connect you with an independently contracted, board-certified doctor or therapist by secure online video. There's no travel and no waiting room—just a convenient, affordable and confidential consultation in the comfort of your own home, office or on-the-go.

Virtual Visits can help you with:

- Depression
- Eating disorders
- Grief and loss
- Men's issues
- Panic disorders
- Parenting issues
- Relationship and marriage issues
- Stress
- Substance use disorders
- Trauma and PTSD
- Women's issues
- And more!

Download the MDLIVE app to get appointment reminders, secure messaging and important notifications.

Appointments must be rescheduled or canceled at least 24 hours before your appointment time. A \$50 fee will apply to behavioral health appointments that are missed or rescheduled outside the 24-hour timeframe.

Visit **MDLIVE.com/bcbsil** or call **888-676-4204** now to activate your MDLIVE account and schedule a consultation. There is no cost to activate your account. The cost of your consultation may vary depending on the length and type of treatment and your benefit plan.

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans.

MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Illinois. 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 permission.