

# THE BEST SUPPORT STAYS WITH YOU



Everyone needs a little support now and then. But concerns over cost, access, and confidentiality can be a barrier to reaching out.

Through our partnership with MDLIVE, you can schedule a consultation with a psychiatrist or therapist 24/7 via phone, tablet, or computer — wherever and whenever you need to.

Traveling for work or vacation? Need an appointment outside of work hours or on weekends? Can't fit an office visit in because of your busy schedule or a long commute? Concerned about costs or confidentiality? Behavioral health telemedicine removes those barriers and makes it easy to connect with the care you may need:

- 1 Convenient, confidential therapy sessions from your home, office, or on the go
- 2 Wait times are 3–4x shorter than traditional in-person appointments
- 3 Therapists are available on your schedule, including nights and weekends
- 4 Option to schedule recurring appointments with one therapist

**Whether it's managing daily stress or coping with a major life event, we're here to help.**

Our highly trained psychiatrists, psychologists, and social workers can help you through a wide range of conditions, including:

- Addiction
- Bipolar Disorders
- Depression
- Eating Disorders
- Grief and Loss
- LGBTQ Support
- Life Changes
- Panic Disorders
- Postpartum Depression
- Relationship Issues
- Stress
- Trauma and PTSD

Telemedicine visits with MDLIVE may be covered in the following ways:

Plan Type	Telemedicine Cost Share
<b>Copay</b>	Covered in full
<b>Hybrid / Deductible Non-HSA</b>	If your doctor's visits are subject to deductible, a telemedicine visit will be covered in full after deductible
	If your doctor's visits are a copay with no deductible, a telemedicine visit will be covered in full
<b>Deductible HSA</b>	Covered in full after deductible

*Note: This is not a contract. It is intended to highlight the coverage for most plan options. Please refer to your contract for your plan's benefits.*

\*If you haven't met your deductible, you will pay the allowable charge for Behavioral Health services. The allowable costs for the Behavioral Health services vary but do not exceed \$180. This means a member who has not met their deductible will not pay more than \$180

**If you think you need help now or may need help tomorrow, activate telemedicine today.**

It's fast and easy. And once you set up your account, you'll also have access to a doctor 24/7/365, so you can receive care for any minor, non-life-threatening illnesses or conditions wherever and whenever you need to.

**Don't wait until you need it. There are four easy ways to activate telemedicine today.**

**WEB** - Register/Log in at [ExcellusBCBS.com/Member](http://ExcellusBCBS.com/Member)

**APP** - Download the MDLIVE app

**TEXT** - EXCELLUS to 635483 (Message and data rates may apply.)

**VOICE** - Call 1-866-692-5045

<sup>1</sup> Based on MDLIVE data, 2016.

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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.

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：如果您说中文，我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方式。

B-6676 / 16483-221M

# A BETTER SOLUTION



patient satisfaction rate<sup>1</sup>



of patients come back for a second session<sup>1</sup>



of patients show improvement over time<sup>1</sup>

