

Effective September 1, 2017



Telemedicine...
On-demand access to affordable, quality health care - Anytime, Anywhere.

Why wait for the care you need now? Service Employees Benefit Fund (SEBF) and Excellus BlueCross BlueShield (BCBS) via our partner, MDLIVE, now offer another alternative to receive care. Visit with a U.S. board certified doctor right from your home, office or on the go for non-emergency medical conditions.

When to use Telemedicine

- ▶ 24/7/365
- ▶ If your primary care doctor is not available
- ▶ Instead of going to the Emergency Room or an urgent care center (for a non-emergency issue)
- ▶ If traveling and in need of medical care

Common conditions treated

- ▶ Allergies
- ▶ Asthma
- ▶ Bronchitis
- ▶ Cold & Flu
- ▶ Diarrhea
- ▶ Ear Infections
- ▶ Fever
- ▶ Headache
- ▶ Infections
- ▶ Insect Bites
- ▶ Joint Aches
- ▶ Rashes
- ▶ Sinus Infections
- ▶ Skin Infections
- ▶ Sore Throat
- ▶ And More!
- Pediatric Care***
- ▶ Cold & Flu
- ▶ Constipation
- ▶ Ear Infections
- ▶ Nausea
- ▶ Pink Eye
- ▶ And More!

About the doctors

- ▶ On average, doctors have 15 years of experience practicing medicine and are licensed in New York state
- ▶ Specialties include primary care, pediatrics, emergency and family medicine
- ▶ You may even see your own doctor in the roster

Cost of a Telemedicine visit for insured SEBF members and dependents:

- ▶ Once you've registered: **Your visit is FREE. There is no copayment necessary.**

Your doctor office visit is....	The Telemedicine member cost is....
Covered with a \$40 copay	FREE

You can register online at
ExcellusBCBS.com/Telemedicine
1-866-692-5045

- ▶ Our telemedicine service partner, MDLIVE, will be aware of your eligibility and benefit when you contact them.
- ▶ The cost of a Telemedicine visit is covered by SEBF.
- If you do not provide your Excellus BCBS Member Number, or if MDLIVE is unable to verify your coverage, you will be charged \$49.00.



Powered by
MDLIVE

*Parents or legal guardians must be present on each call for children under age 18.

Disclaimers: 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 visit www.mdlive.com/pages/terms.html 010113. MDLIVE is an independent company, offering telehealth services in the Excellus BlueCross BlueShield service area. Excellus BlueCross BlueShield is a nonprofit independent licensee of the Blue Cross Blue Shield Association.



Here's what you need to register for Telemedicine

When you register, you'll be asked for:

- ▶ your name
- ▶ date of birth
- ▶ address
- ▶ phone number(s)
- ▶ Excellus BCBS Member Number (found on your Excellus BCBS Member Card)
- ▶ a unique username and password
- ▶ the answer to a security question of your choice

You'll also need the name, address, fax number and phone number of your primary care provider and/or pediatrician.



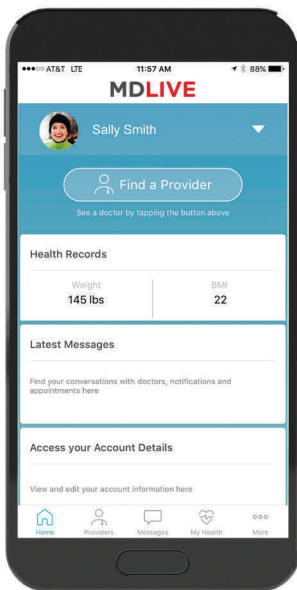
You can register online at **ExcellusBCBS.com/Telemedicine**

If registering on-line, e-mail confirmation is required.



or call **1-866-692-5045**

You should register other members of your family who are covered under your Excellus BCBS plan.



Download the MDLIVE App



Doctor visits are easier and more convenient with the MDLIVE App. Be prepared. Download today.

