



Virtual Visits

Convenient health care at your fingertips

You and your covered dependents can access a board-certified MDLIVE doctor 24 hours a day, seven days a week.* Speak to a doctor quickly or schedule an appointment based on your availability. The average wait time is less than 20 minutes. Consultations with a licensed behavioral health professional are available by appointment, via secure video.

Activate your account by visiting MDLIVE.com/bcsil or by calling **888-676-4204**.



BlueCross BlueShield
of Illinois



Virtual Visits



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MDLIVE

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MDLIVE, an independent company, operates and administers the virtual visit program and is solely responsible for its operations and that of its contracted providers.

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

235198.0718

Activate your virtual visit account before you need it!



Activate – Create your account online or call the MDLIVE Customer Service number.



Select – Choose a doctor or therapist.



Consult – Interact with an independently contracted, board-certified doctor or therapist.

Bradley University Member
and enrolled dependents

MDLIVE board-certified doctors are available 24/7 for non-emergency conditions for adults and children.

- Allergies
 - Anxiety and depression¹
 - Child behavior and learning issues¹
 - Cold and flu
 - Ear problems
 - Marriage problems¹
 - Nausea
 - Pinkeye
 - Sinus infection
- ¹behavioral health condition

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A virtual visit consultation cost with a doctor or therapist²:

- PPO Plan: \$20 plan copay applies
- HDHP Plan: \$44³

²Non-behavioral health conditions are services performed by a doctor; behavioral health conditions are services performed by a therapist.

³Consultation costs may be reduced if you have met your deductible/out-of-pocket maximum for the plan year.

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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), along with the ability to prescribe. Non-emergency medical service in Arkansas is limited to interactive audio/video (video only) for initial consultation.

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