



BlueCross BlueShield
of Illinois



Virtual Visits: Skip the Waiting Room. Quality Care is Available 24/7.

MDLIVE® Virtual Visits from Blue Cross and Blue Shield of Illinois gives your employees 24/7 access to consultations with board-certified health care providers and licensed therapists online, by phone or through the mobile app.

Virtual Visits is a non-emergency option for adults and children who need immediate assistance. Providers are available around the clock to support urgent medical and behavioral health support.

Employees can schedule consultations when it's most convenient for them - day or night, at home or on the go. The average wait time for a medical consultation is 20 minutes.*

Services are available in both English and Spanish with translation services available for other languages.

*The average wait time for Behavioral Health consultations is 6.8 days.

Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation,
a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association



Employer benefits include:

- Cost savings realized when employees use Virtual Visits instead of primary care, urgent care or emergency rooms**
- Potential for lower absenteeism with no need for employees to take the day off to seek care for themselves and their family
- Convenience for employees, with access to independently contracted, board-certified doctors and therapists available 24/7 or by appointment
- Full integration with Blue Cross and Blue Shield of Illinois transparency products such as Provider Finder, Member Rewards and Evive

**Employers averaged \$122 in cost avoidance per Virtual Visit versus going to Urgent Care in 2024.

Scan this QR Code for seamless access to Virtual Visits through Blue Access for MembersSM



For more information or to schedule a demonstration, contact your Blue Cross and Blue Shield of Illinois Account Representative.

Encourage your employees to find out if their doctor's office also offers telehealth consultations by phone or online video.

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. BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by MDLIVE.

Powered by
MDLIVE[®]

250683.0625