



## Primary care telehealth

MDLIVE puts health care at your fingertips

### Visit a doctor over the phone, video\* or app

We all have times when we need to see a doctor, but it's inconvenient—there's no time, the office is closed, or we're on the road. You know that feeling: "I wish I could just talk to someone over the phone and get what I need fast!" **Now you can.**

Your health plan includes a telehealth benefit. You can access it with MDLIVE®, a national leader in telehealth. You can talk to any of MDLIVE's board-certified doctors any time by phone, video or through the app—**24 hours a day, 7 days a week, 365 days a year.**

### Care you can count on

You can consult board-certified doctors who will diagnose and treat non-emergency medical conditions, prescribe medications, and send prescriptions to your pharmacy.

On average, MDLIVE doctors have 15 years of experience practicing medicine and are licensed in the state where patients are located. Their specialties include primary care, pediatrics and family medicine.

**Common ailments treated via telehealth include:**

All ages		Kids
Allergies	Pink eye	Cold & flu
Cold & flu	Rashes	Constipation
Ear infections	Sinus infection	Ear infections
Headache	Sore throat	Nausea
Infections	Sunburn	Pink eye

**What you need to know**

**MDLIVE is easy to use. Here are some basic things to know:**

MDLIVE can be a great option when your child isn't feeling good outside business hours; dependents will need a parent present during the visit.

The average wait to connect with a physician is less than 15 minutes.

You can use MDLIVE as often as you need to.

We process each visit as a claim, and your costs count toward your deductible.

This is more than a nurse advice line. With MDLIVE, a doctor can diagnose, treat and prescribe medications.

You will work with an MDLIVE doctor, not your regular doctor.

With your permission, the MDLIVE doctor will share your treatment information with your regular doctor.



**Get started**

Go to [MDLIVE.com/regence-or](https://MDLIVE.com/regence-or) or call 1 (888) 725-3097 and register today. You'll want to create your online account in advance so when you need care, you will already be set.



Regence BlueShield serves select counties in the state of Washington and is an Independent Licensee of the Blue Cross and Blue Shield Association

Regence BlueShield  
1800 Ninth Avenue | Seattle, WA 98101

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-344-6347 (TTY: 711).

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