

See a doctor anytime, anywhere



Telemedicine is a convenient and low-cost option when you can't get to your doctor.

You can see a board-certified doctor by secure video, phone, or mobile app — anytime, anywhere — who can treat non-emergency medical conditions such as:

- Colds and flu
- Allergies
- Asthma
- Pink eye
- Ear infections
- Sinus problems
- Respiratory infections
- Joint aches and pains
- Vomiting and nausea
- And more

Plus, it's more cost-effective than visiting the ER for an illness that's not an emergency. Check your plan to see how telemedicine is covered.

Don't wait until you're sick—
activate your account once you
have your member ID card.



Download the MDLIVE app
on your smartphone



Visit mdlive.com/ibx



Call **1-877-764-6605**

How to activate your MDLIVE account

You're just a few steps away from video access to local board-certified providers. Be sure to have your Independence Blue Cross ID card on hand when you activate your account.

Step 1: Get started

- Go to mdlive.com/ibx and click *Activate Now*.
- Include the three character alpha-prefix that precedes your member ID (e.g. **ABC**2345678901).

Step 2: Access your account

- Complete your profile and security settings. When the *Sign-Up Completed* page appears, click *Access your account*.
- A welcome email will be sent from MDLIVE. Verify your email address by clicking *Verify Email*.

Step 3: Add account details

Add dependents:

- Click *My Account*, then *Family Members*. Click *Add Family Member* for each family member you wish to add.
- An email will be sent to each dependent for verification.
- Each dependent will need their own account created before they conduct a consultation.

Set your Primary Care Provider (PCP):

- From the Dashboard menu, click *My Health*, then *My Providers*.
- Click *Add Provider*, fill in all requirements, then click *Add*.

Select a pharmacy:

- From the Dashboard menu, click *My Health*, then *My Pharmacy*.
- Click *Select Pharmacy* to search the network.
- The pharmacy can always be updated based on the member's location at the time of the consult.



Avoid long waits and eliminate the cost of unnecessary visits to the ER or Urgent Care.

Activate your MDLIVE account once you have your member ID card!



ibx.com