

HMO Virtual Visits Available through October 2020

In light of the pandemic we are all experiencing, the IPBC has been in search of a method in which telemedicine would be available to the HMO members 24 hours a day/7 days a week.

I am pleased to inform you that effective immediately, the IPBC is introducing a temporary Virtual Visits program for the HMO members. This program is not integrated with Blue Cross Blue Shield, however is an independent program through MDLive. This program will give members access to an alternative form of telemedicine during the pandemic and is available through October 2020.

Many existing HMO physicians have the ability to schedule and conduct appointments by phone or video call, which will most likely continue to be your first point of access to any needed medical care. However, the IPBC wanted to provide you another medical avenue during this unprecedented time.

The Virtual Visits with MDLive is designed to address non-urgent questions and symptoms where the primary physician is not available. It is entirely by phone or video and accesses board-certified physicians or credentialed counselors for the Medical and Behavioral Health appointments. These are different providers than those in the BCBS Illinois and the services are non-integrated.

With this temporary product, a visit with MDLive will be no cost to you. You can access this new product immediately using the customer IPBC portal: www.mdlive.com/IPBCHMO or calling (888-676-4204).

An informational flyer is also attached and please don't hesitate to contact jmeyer@crystallake.org if you have any questions.