



Prepare for the Unexpected—  
Activate Your MDLIVE Account Now!

There is no charge for our members to set up an account, but you may have a charge for your visit depending on your benefit plan.

Activate your account - pick the way that is easiest for you:

- Call MDLIVE at **888-676-4204**
- Go to **MDLIVE.com/BCBSIL**
- Text **BCBSIL** to **635483**
- Download the MDLIVE app

Powered by  
**MDLIVE**

## Virtual Visits: speak with a doctor — anytime, anywhere — about your health care questions, including coronavirus\*

Getting sick after hours or on weekends used to mean a long, costly trip to the emergency room or urgent care center. But with your Blue Cross and Blue Shield of Illinois (BCBSIL) Virtual Visits benefit, powered by MDLIVE, the doctor is in 24/7. You can see a doctor or behavioral health specialist without leaving the comfort of your own home.

Virtual Visits allows you to consult a doctor for non-emergency situations by phone, mobile app or online video anytime, anywhere. Speak to a doctor or schedule an appointment at a time that works best for you.

### Why Virtual Visits?

- 24/7 access to an independently contracted, board-certified MDLIVE doctor via phone, online video or mobile app from almost anywhere. (There may be higher than normal wait times due to coronavirus concerns. You may wish to schedule a Virtual Visit rather than remain in the virtual waiting room.)
- If needed, get a prescription sent to your local pharmacy.

### MDLIVE doctors can treat a variety of non-emergency conditions, including:

- Allergies
- Anxiety
- Asthma
- Cold/flu
- Depression
- Ear infections (age 12+)
- Fever (age 3+)
- Headache
- Insect bites
- Nausea
- Pink eye
- Rash
- Sinus infections
- Stress management

**Virtual Visits doctors may also send an e-prescription to your local pharmacy if necessary.**

\* Other telehealth options may exist.

# Coronavirus

## and What It Means

### What is a coronavirus?

Coronaviruses have been around for decades and are perhaps best known for causing illnesses like the common cold, with symptoms like coughing, sneezing and other upper respiratory issues. In late 2019, a new coronavirus was discovered.

### What can you do to keep yourself and others healthy?

According to the Centers for Disease Control (CDC):

There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19). The best way to prevent illness is to avoid being exposed to this virus. However, as a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory diseases, including:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow the CDC's recommendations for using a facemask.
  - CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
  - Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others.
  - The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility).

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

### What are the symptoms of the coronavirus?

- Fever
- Cough
- Shortness of breath

### What should I do if I think I have COVID-19?

- Seek medical advice if you have recently traveled to a level 3 country as identified by the CDC and feel sick. Please visit <https://wwwnc.cdc.gov/travel/notices>.
- Call ahead before you go to a doctor's office or emergency room. Tell them about your recent travel and your symptoms.

### Do I need to go to the emergency room (ER)?

Not usually. If you are not sure if you need to go to the ER, call your health care provider.

### For more information

The CDC is a great resource for up-to-date information about COVID-19. Please visit <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

\* Centers for Disease Control and Prevention: Coronavirus Disease 2019 (COVID-19) <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Virtual visits may not be available on all plans. Virtual visits are subject to the terms and conditions of your benefit plan, including benefits, limitations and exclusions. Non-emergency medical service in Montana and New Mexico is limited to interactive audio/video (video only). Non-emergency medical service in Arkansas and Idaho is limited to interactive audio/video (video only) for initial consultation. Service availability depends on location at the time of consultation.

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