

Our Blue Cross of Idaho medical plans began offering Telemedicine as of 1/1/2020. If you haven't utilized it, it is a great alternative to visiting your doctor, an urgent care clinic, or the emergency room during our current COVID-19 situation. This is a virtual visit that lets you see and talk to a doctor from the comfort of your home without an appointment.

You are receiving this email as you have enrolled in the **PPO option**. Under our PPO plan, **MDLive Telehealth** is a **\$10 copay**.

When should you call?

If you are sick or believe you have the Coronavirus (you feel sick with fever, cough, difficulty breathing or shortness of breath), this is a great option to reduce your exposure to others.

To access this service and/or learn more, visit www.MDLive.com.

To register for care, click on SIGN IN in the upper right hand of the page.

- Under "Not a member yet?", click JOIN FOR FREE.
- You will be asked to enter your first and last name, your email address, a username and a password; then click NEXT.
- You will then enter your date of birth, your phone number, zip code and gender. Click Yes that you are receiving MDLive as a benefit through an insurance provider. Agree to the Terms of Service and click NEXT.
- Under "Let's get started"
 - Enter Blue Cross in the Benefit Provider Search field. Select on Blue Cross of Idaho from the provider list that displays.
 - Enter your Medical Insurance ID from your Blue Cross of Idaho insurance card (typically starts with XMP....)
 - If you are completing this registration as yourself click No when asked "Are you insured as a dependent?"
 - If you are completing this registration for one of your covered family members, click Yes to that question.
 - Click VERIFY

If you need assistance creating your account, please call MDLive customer service at 888.920.2975

Once you have registered, each time you log in, it will ask you "Who needs help today" – you or a dependent. You will then be connected with a medical professional.



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