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](http://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.