

Telemedicine Program (MDLIVE) Frequently Asked Questions

1. What is Telemedicine?

Telemedicine is the remote delivery of healthcare services and clinical information using electronic technology such as a telephone or videoconferencing via a smartphone, computer or tablet. With telemedicine, you can access a doctor from your home, office or on-the-go 24/7/365 using the Excellus telemedicine partner, MDLIVE.

2. Is telemedicine appropriate for every medical condition?

No. Telemedicine is designed to handle non-emergency medical conditions. You should not use it if you are experiencing a medical emergency such as chest pains or severe bleeding. In case of a life-threatening emergency, immediately dial 911.

3. Does telemedicine replace my regular doctor?

No. Seeing your own doctor is preferable because s/he knows you best. But, if s/he isn't available, a virtual visit for common or chronic conditions can sometimes be a suitable substitute for a doctor's office, urgent care or emergency room visit.

4. What are the most common conditions telemedicine treats?

MDLIVE doctors are trained to treat a wide range of conditions. Some of the most common are: Acne, Allergies, Asthma, Bronchitis, Cold & Flu, Diarrhea, Ear Aches, Fever, Headache, Infections, Insect Bites, Joint Aches, Nausea, Rashes, Sinus Infections, Sore throat, Urinary Tract Infections.

5. How much will a telemedicine visit cost me?

For all OnPoint and OnPoint25 members and their dependents, there is NO COPAY OR COINSURANCE for any telemedicine visit.

6. When can I sign up and start using telemedicine?

You can sign up and start using MDLIVE on April 1, 2020. Once your telemedicine benefit is active, you can browse doctor profiles, view available appointment times and schedule an appointment with the doctor of your choice. Also, be sure to fill out your medical history profile to better prepare your telemedicine doctor for your appointment.

7. How do I sign up?

You can register for free using one of the following methods:

- a. Visit Excellusbcbs.com/telemedicine, OR
- b. Call the toll free number: 1-866-692-5045

8. What information do I need to register?

When you register, you will be asked for:

- Your name
- Date of birth
- Address
- Phone number(s)
- Excellus BCBS/OnPoint membership ID Number (on your insurance card)
- A unique username and password
- The answer to security questions of your choice
- E-mail confirmation to your e-mail address that you have registered with MDLIVE.

9. Can I register my spouse and children when I sign up myself?

Yes. However, each family member will need his/her own account with a username and password. Children 18 and under must be accompanied by a parent or legal guardian during a visit.

10. How do I access MDLIVE for a visit once I have registered?

From a computer:

Step 1 – Log in as an Excellus BCBS/OnPoint member

Step 2 – Click on telemedicine visit on the left hand menu

Step 3 – Select the “telemedicine visit” button to begin

11. I’m registered on Excellusbcbs.com, but I’m having trouble launching MDLIVE. Is there something else I need to do?

You need to ensure that your cookies are turned on and your pop-up blocker is disabled.

If you’re using Internet Explorer: Go to Tools>Pop-Up Blocker>Turn off Pop-Up Blocker

If you’re using a different browser or mobile device: The process described above may be different. We recommend conducting an internet search with the name of your browser/device to learn how to disable the pop-up blocker.

12. What if I don't have a computer, tablet or smartphone? Can I still use telemedicine?

Yes, you can register and have a telemedicine consultation by phone. Simply call Excellus BCBS at 1-866-692-5045.

13. When is telemedicine available?

24 hours a day, 7 days a week and 365 days a year, even on holidays.

14. Can I download the MDLIVE telemedicine app to my smartphone and/or tablet, and can I make an appointment that way?

Yes. You can download and use the MDLIVE app on your smartphone or tablet. If you access telemedicine through a computer or tablet using a browser, you will need to download the VSee app first.

15. Tell me more about the doctors available when using telemedicine.

Doctors are board certified and have an average of 15 years' experience. The doctors who participate practice primary care, pediatrics, family and emergency medicine. Doctors who provide telemedicine care through MDLIVE are licensed in the state where you are located at the time you seek care.

16. Are appointments available for MDLIVE visits?

Yes. When you schedule an appointment with an MDLIVE doctor, you can see if a doctor is available immediately or by appointment in the physician profile. The doctor will call you at your appointment time. If you schedule an "immediate visit", it may take up to 15 minutes for the doctor to contact you. You will also receive an email confirmation/reminder of your upcoming visit.

17. How long is the average virtual visit?

The average MDLIVE visit lasts 10 to 15 minutes. Visit length depends on your symptoms and needs.

18. After I make the appointment – either for an immediate or scheduled visit – will I be notified when the doctor will visit with me?

After you schedule a visit, MDLIVE will send you a confirmation/reminder email with your consultation date, time and physician.

19. If I schedule a videoconference, how will I know when to be in front of my screen?

The consultation confirmation email will specify that you should appear in front of your computer, tablet or phone five minutes prior to the video session. Once you sign in, you'll be taken to a virtual waiting room until the consultation begins.

20. Are visits confidential?

Yes. MDLIVE takes your privacy very seriously and includes confidentiality as part of its code of ethics. Laws are also in place to protect your privacy. The HIPAA Privacy Rule is designed to provide a minimum level of protection. Some states have even stricter laws in place to protect your personal health information. MDLIVE can share your information with your doctor in accordance with applicable state and federal laws. For more information on MDLIVE's privacy policy, go to: mdlive.com/consumer/privacy.html

21. Will MDLIVE doctors have access to all my personal health information records?

No. Your telemedicine doctor will not have access to your provider's electronic medical records. When you schedule a telemedicine visit, you'll need to enter current symptoms, medications, and any known diagnosis such as diabetes or asthma. Upon registration or anytime, you can enter your medical history as part of your record.

22. How secure is the connection to MDLIVE?

MDLIVE uses industry standard physical, technical and administrative security measures and safeguards to protect the confidentiality and security of your personal information. Specifically, the site is protected by SSL 3.0 technology, the leading security protocol for data transfer on the internet. However, since the internet is not a 100% secure environment, MDLIVE cannot guarantee, ensure, or warrant the security of any information you transmit to it. For more information go to: mdlive.com/consumer/privacy.html

23. Can MDLIVE doctors prescribe medications?

Generally, yes. Doctors who treat patients through telemedicine visits may be able to prescribe medications (depending on applicable state laws) at the time of the visit and send prescriptions electronically to a nearby pharmacy.

24. Anything else?

Yes. There is much more. For answers to additional questions, please contact Customer Care at 1-800-796-6747.