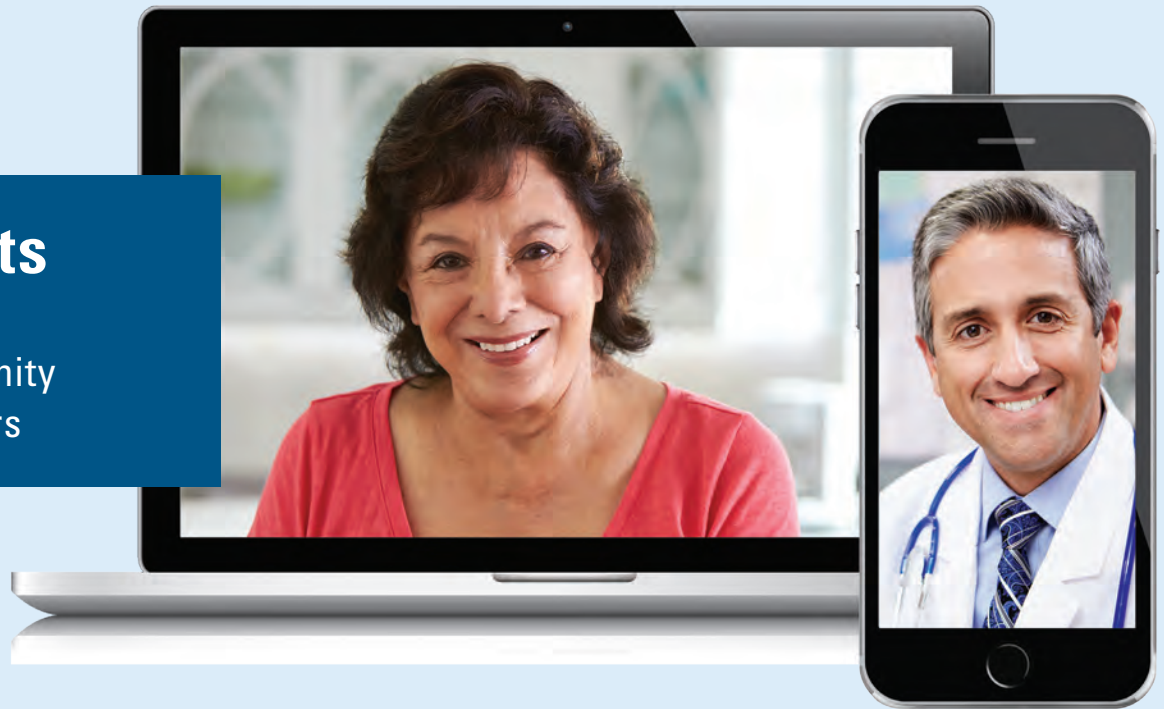


Virtual Visits

Now available for
Blue Cross Community
Centennial members



There is never a good time to get sick, and finding time to see a health care provider can be hard. Blue Cross and Blue Shield of New Mexico (BCBSNM) gives members another way to get care. Blue Cross Community Centennial members can access care for non-emergency health issues and behavioral health needs through MDLIVE.

Whether at home or on the road, members have access to a board-certified doctor, psychiatrist, or licensed therapist. Access is there 24 hours a day, seven days a week. With MDLIVE's virtual visits, members can speak to a doctor quickly or make an appointment based on their availability. The average wait time is less than 10 minutes. Behavioral health consultations with a psychiatrist or licensed therapist are available by appointment only, via secure video. Virtual visits may be a better choice for members than going to the emergency room or urgent care center.¹

MDLIVE's board-certified doctors and psychiatrists or licensed therapists can help treat these conditions and more:

General Health

- Allergies
- Asthma
- Nausea
- Sinus infections
- Cold/flu
- Cough/sore throat
- Ear problems
- Pink eye

Behavioral Health (by appointment only)

- Anxiety
- Depression
- Child behavior/learning issues
- Marriage problems

Such services are funded in part with the State of New Mexico.

Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

Blue Cross®, Blue Shield® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

MDLIVE, an independent company, provides virtual visit services for Blue Cross and Blue Shield of New Mexico. MDLIVE operates and administers the virtual visit program and is solely responsible for its operations and that of its contracted providers.

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Connect²

Access where mobile app or online video service is available



Interact

Real-time consultation with a board-certified doctor, psychiatrist, or licensed therapist



Diagnose

Prescriptions sent electronically to a pharmacy of member's choice (when appropriate)



Website:

Members can visit the website

MDLIVE.com/bcbsnm-centennial and:

- Choose a doctor, psychiatrist, or therapist
- Video chat with the doctor, psychiatrist, or therapist
- Members can also access through Blue Access for MembersSM



Mobile app:

- Members can download the app from the Apple App StoreSM, Google PlayTM Store or Windows[®] Store
- Members open the app and choose a doctor, psychiatrist, or therapist
- Members video chat with the doctor, psychiatrist, or therapist from their smartphone or tablet

¹ In the event of an emergency, this service should not take place of an emergency room or urgent care center. MDLIVE doctors do not take the place of a member's primary care doctor. Proper diagnosis should come from a doctor, and medical advice is always between a member and their doctor.

² Internet/Wi-Fi connection is needed for computer access. Data charges may apply when using a tablet or smartphone. Check the phone carrier's plan for details. Video on-demand consultations for behavioral health are available by appointment. In Texas, service is limited to interactive-audio consultations (phone only), along with the ability to prescribe, when clinically appropriate. In Idaho, Montana, New Mexico and Oklahoma, service is limited to interactive-audio/video (video only), along with the ability to prescribe, when clinically appropriate. Virtual visits are currently not available in Arkansas. Service availability depends on member's location. Virtual visits may not be available on all plans.

MDLIVE is not an insurance product nor a prescription fulfillment warehouse. MDLIVE operates subject to state regulations and may not be available in certain states. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services.

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