



BlueCross BlueShield
of New Mexico



Fast, Convenient Virtual Care



Urgent Care Visits by Phone or Computer

If you are at home or on the road, you can reach board-certified doctors 24 hours a day, seven days a week through MDLIVESM.

Virtual visits may be a better choice than going to the emergency room or urgent care center.¹ Wait times can be shorter than in-office visits.

MDLIVE's board-certified doctors treat these health issues and more, plus send prescriptions to your local pharmacies:

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

Scan the QR code to create an account to set up
a virtual visit with an MDLIVE doctor.



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

To ask for auxiliary aids and services or materials in other formats and languages at no cost, please call 1-866-689-1523 (TTY/TDD: 711).

Blue Cross and Blue Shield of New Mexico complies with applicable federal civil rights laws and does not discriminate on the basis of health status or need for services or race, color, national origin, age, disability, sex, ancestry, spousal affiliation, sexual orientation and/or gender identity. See our full non-discrimination notice and contacts.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yáníłt'igo Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éi ná hóló, kojí' hódíłnih 1-855-710-6984 (TTY: 711).

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

492473.0425



Connect²

With mobile app or
online video service



Interact

Real-time consultation
with board-certified
doctors



Diagnose

Prescriptions sent
electronically to
your pharmacy

Get Connected Today!

To register, you will need to give your first and last name, date of birth and member ID number.

Sign up on MDLIVE's website:

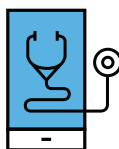
MDLIVE.com/bcbsnm-medicaid

- Choose a doctor
- Video chat with the doctor
- You can also access through **Blue Access for MembersSM**



Download MDLIVE Mobile App:

- Download the app from the Apple App StoreSM, Google PlayTM Store or Windows[®] Store
- Open the app and choose a doctor
- Video chat with the doctor from your smartphone or tablet



¹You should not use MDLIVE if you are experiencing an emergency. MDLIVE doctors do not take the place of your primary care providers.

²Internet/Wi-Fi connection is needed for computer access. Data charges may apply. Check your cellular data or internet service provider's plan for details. Service availability depends on location at the time of consultation. Virtual Visits may not be available on all plans.

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans.

MDLIVE, a separate 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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