CARE WHERE AND WHEN YOU NEED IT
Consult with a doctor or mental health professional

Medical Virtual Visits
With medical Virtual Visits, you have access to a licensed board-certified doctor 24 hours a day, seven days a week, including weekends and holidays. Medical Virtual Visits are typically one-time consultations with a provider about a specific medical condition, including:

- Allergies
- Bladder/Urinary tract infection
- Bronchitis
- Cold and flu
- Headache
- Nausea
- Pink eye
- Sore throat
- Rash

Mental health Virtual Visits
Mental health Virtual Visits are similar to an outpatient visit to a provider’s office, but the visit is conducted online. You must make appointments in advance – appointments are typically available within five to seven days on average, but could take up to two weeks. Providers include licensed mental health professionals such as therapists, social workers, psychologists and psychiatrists who can address issues such as:

- Anxiety
- Depression
- Relationship issues
- Trauma and loss
- Insomnia
- Addiction
- Stress
- Anger management

Benefits for medical and mental health Virtual Visits through MDLIVE® or Doctor On Demand®:
- **HealthSelect of Texas®, HealthSelect℠ Out-of-State and HealthSelect℠ Secondary:** No cost to you.
- **Consumer Directed HealthSelect℠:** You pay 20% of the allowable amount after the annual deductible is met.
Connect
Connect with a medical doctor via online video or by telephone anywhere a connection is available 24 hours a day, seven days a week.

For mental health Virtual Visits, make an appointment online and connect by video conference.

You have a choice between two providers.

Doctor On Demand
doctorondemand.com
(800) 997-6196 (TTY: 711)

MDLIVE
mdlive.com/healthselect
(800) 770-4622 (TTY: 711)

Create an Account
1. Go online or download the app
   All you need is an Internet connection or your mobile phone and visit Doctor On Demand or MDLIVE by website or app

2. Create your account
   Have your medical ID card handy

3. Choose a doctor
   Make an immediate appointment or schedule for later

4. Consult with a board-certified doctor or licensed mental health professional

Call a BCBSTX Personal Health Assistant
Need assistance signing up or have questions about how to use Virtual Visits?
Toll-free at (800) 252-8039 (TTY: 711)
Monday – Friday 7 a.m. - 7 p.m. and Saturday 7 a.m. - 3 p.m. CT

www.healthselectoftexas.com