

Care When and Where You Need it Just Got Easier

Virtual Visits

Convenient health care at your fingertips



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 gives you another way to get care. You can access care for non-emergency health issues and behavioral health needs through MDLIVE.

Whether you are at home or on the road, you have access to a board-certified doctor, psychiatrist or licensed therapist 24 hours a day, seven days a week. 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 than going to the emergency room or urgent care center.¹

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

Get connected today! To register, you'll need to provide your first and last name, date of birth and BCBSNM member ID number.



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 your choice (when appropriate)

Website:

Visit the website MDLIVE.com/bcbsnm-medicaid

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

Mobile app:

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

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 nínizin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hóló, kojį' hódíłłnih 1-855-710-6984 (TTY: 711).

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

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.

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BCBSNM makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

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 your primary care doctor. Proper diagnosis should come from your doctor, and medical advice is always between you and your doctor.

² Internet/Wi-Fi connection is needed for computer access. Data charges may apply. Check your cellular data or internet service provider's plan for details. Non-emergency medical service in Idaho, Montana, and New Mexico is limited to interactive audio/video (video only), along with the ability to prescribe. Non-emergency medical service in Arkansas is limited to interactive audio/video (video only) for initial consultation, along with the ability to prescribe. Behavioral Health service is limited to interactive audio/video (video only), along with the ability to prescribe in all states. Service availability depends on location at the time of consultation. Virtual visits may not be available on all plans.

MDLIVE operates subject to state regulations and may not be available in certain states. MDLIVE physicians reserve the right to deny care for potential misuse of services.

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