

PhysicianNow® | Powered by  
MDLIVE®

## Telehealth Services FAQs



### What is PhysicianNow telehealth service?

Telehealth is an easy, convenient way to get care. With PhysicianNow, you can talk to a doctor from your home, office or on the go – 24 hours a day, seven days a week. These board-certified doctors can consult with you by phone or secure video to help treat non-emergency medical conditions. If you need a prescription, the PhysicianNow provider will send it

to a pharmacy close to you. Telehealth providers do not provide prescriptions for controlled substances.\*

### When is PhysicianNow available?

PhysicianNow is available by phone 24 hours a day, seven days a week, even on holidays. Video consultations are available from 7 a.m. to 9 p.m., seven days a week or by scheduled availability.

## Is PhysicianNow appropriate for every medical condition?

No. PhysicianNow is designed for non-emergency medical issues. In case of a life-threatening emergency, you should dial 911 immediately. PhysicianNow is not intended to replace your Primary Care Physician (PCP) for treating common or chronic conditions. However, a virtual doctor's consultation can be an acceptable alternative for visiting the doctor's office or urgent care center for non-emergency situations.

## What conditions can be treated by PhysicianNow?

PhysicianNow doctors are trained to treat a wide range of conditions. Some of the most common are:

- Allergies
- Cold and flu
- Fever
- Sinus infections
- Respiratory issues
- Skin conditions (rashes or insect bites)
- Sore throat
- Urinary tract infections

## Common Pediatric Conditions Include:

- Cold and flu
- Constipation
- Ear aches
- Diarrhea
- Nausea and vomiting
- Pinkeye

**Note:** Children under the age of 36 months with a fever will be referred to their primary care pediatrician.

## When can I start using PhysicianNow?

You can start using PhysicianNow immediately after you sign up and activate your account. Save the PhysicianNow number in your contacts so you'll have it when you need it. Once you have an account, you can browse doctor profiles, view available appointment times and schedule an appointment with the doctor of your choice.

## Can I use PhysicianNow for my dependents?

Yes. You'll need to register any dependents under the age of 18 at the same time you activate your account. And if your consultation is for a dependent under 18, then they must be with you at the time of

the consultation. A spouse or dependent 18 years or older needs to set up their own account, user ID and password. Instructions will be given during the activation process.

## Can PhysicianNow provide work or school excuses?

No, PhysicianNow does not provide work or school excuses. Upon patient request, the doctor may include reasons for the consultation in the patient notes, which can be printed for an employer or school. Acceptance of this information is at the discretion of the employer or school.

## Where is PhysicianNow available?\*

A network of board-certified doctors will be available to you based on the state you're in at the time of your consultation. Each doctor is fully licensed to practice medicine in their own state. Services are available based on each state's telehealth regulations. Full services are available in a majority of states with the exception of:

- **Arkansas** – Initial visit must be completed via video consultation. Subsequent consultations may be completed via phone.
- **Idaho** – Services are limited to video.
- Services are not available outside the United States or when there's no cell phone or internet signal.
- All prescriptions written by MDLIVE physicians are subject to state laws in which the member is receiving services.

## How much does PhysicianNow cost?

Setting up your account is free, but you'll still need to pay for your consultation based on the benefits outlined in your health coverage. PhysicianNow accepts most major credit and debit cards as well as HSA, FSA and HRA cards. If your health plan is through your employer, make sure you know your group information when registering for your account so you're charged correctly. Check with your Human Resources department if you have questions about your PhysicianNow benefit or cost-share.

## Is there a PhysicianNow app?

Yes, there is. If you already downloaded the MDLIVE app, please delete it. Download and register a new account with the PhysicianNow app to make sure your information is updated and the correct amount is charged for your consultation.

## Who are the PhysicianNow doctors?

All PhysicianNow doctors are board-certified and able to treat a wide range of patients and conditions. Following each consultation, members receive a survey to evaluate their doctor and appointment. MDLIVE analyzes these results and uses them to improve care. An internal medical board also reviews selected doctor consultations.

## Is telehealth safe and private?

Yes, telehealth is safe and private. PhysicianNow is compliant with the Health Insurance Portability and Accountability Act (HIPAA). Your information will only be shared with your selected doctor and pharmacy if you give permission for your information to be shared with your PCP.

## What system requirements do I need for telehealth video conferencing?

For video conferencing on a computer you need;

- A PC running Windows®7, Vista or XP
- A Mac® running OSX 10.6 (Snow Leopard) or superior.
- High-speed internet connection
- A webcam with at least 1.3 megapixels
- Microphone (most webcams already have a microphone built in)

After you set up an account, you will be able to use a simple online simulation to test your configuration and check if you are ready for a virtual consultation.

The Apple® mobile app requires iOS 8.0 or later and is compatible with iPhone® and iPod® touch.

The Android® mobile app requires 4.0.3 and up.

- High-speed internet connection
- A webcam with at least 1.3 megapixels
- Microphone (most webcams already have a microphone built in)
- Be sure to have your BlueCross Member ID card handy.

After you set up an account, you can use a simple online simulation to test your computer and make sure you're ready for a virtual consultation.

## I have a question that isn't listed here.

### Can you help me?

Yes, simply call us at 1-888-283-6691. Our PhysicianNow services have highly trained health service specialists standing by to take your call, 24/7.

If you have a BlueCross-related question, call the number on the back of your Member ID card.

## How do I sign up for PhysicianNow and activate my account?

You can register for PhysicianNow through BlueAccess or over the phone. After you sign up, be sure to enter the PhysicianNow phone number into your contacts so you have it when you need it.



### Sign up through BlueAccess

- Visit [bcbst.com/member](http://bcbst.com/member) and log in to BlueAccess.<sup>SM</sup>
- Click on the **My Health & Wellness** tab.
- Select **PhysicianNow**.
- Be sure to have your BlueCross Member ID card handy.



### Sign up by phone

- Call 1-888-283-6691.
- You'll need your BlueCross Member ID card.

Register your account, set up a password and complete a brief medical history for you and your dependents (spouses and dependents over age 18 will need to set up their own accounts).



### Download the PhysicianNow mobile app

- Search for PhysicianNow (one word) in the App Store® or Google Play® and download the app.
- Set up a password so your account is ready when you need it.

After you've registered, you can use the mobile app for consultations.

BlueCross BlueShield of Tennessee (BlueCross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BlueCross does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

BlueCross:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified interpreters and (2) written information in other formats, such as large print, audio and accessible electronic formats.
- Provides free language services to people whose primary language is not English, such as: (1) qualified interpreters and (2) written information in other languages.

If you need these services, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-565-9140 (TTY: 1-800-848-0299 or 711).

If you believe that BlueCross has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance ("Nondiscrimination Grievance"). For help with preparing and submitting your Nondiscrimination Grievance, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-565-9140 (TTY: 1-800-848-0299 or 711). They can provide you with the appropriate form to use in submitting a Nondiscrimination Grievance. You can file a Nondiscrimination Grievance in person or by mail, fax or email. Address your Nondiscrimination Grievance to: Nondiscrimination Compliance Coordinator; c/o Manager, Operations, Member Benefits Administration; 1 Cameron Hill Circle, Suite 0019, Chattanooga, TN 37402-0019; (423) 591-9208 (fax); Nondiscrimination\_OfficeGM@bcbst.com (email).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the BlueCross BlueShield Association.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-565-9140 (TTY: 1-800-848-0299).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بلامجان. اتصل برقم 1-800-565-9140 (رقم هاتف الصم والبكم: 1-800-848-0299).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-565-9140 (TTY:1-800-848-0299)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-565-9140 (TTY:1-800-848-0299).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-565-9140 (TTY: 1-800-848-0299) 번으로 전화해 주십시오.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-565-9140 (ATS : 1-800-848-0299).

ປັດລາບ: ຖ້າ ວ່າ ທ່ານ ກຳລັງ ນຳ ພາ ສາ ລາ ກຳ ນາ ນ ບ ລ ັ ນ ກ ຳ ນ ລ ັ ວ ຍ ຕ ຫ ັ ອ ດ ັ ນ ພາ ສາ, ໂດຍ ບ ລ ັ ດ ັ ນ ັ ນ ນ ມ ພ ອ ມ ທ ັ ທ ັ ນ. ໂທ ສ 1-800-565-9140 (TTY: 1-800-848-0299).

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚክላው ቁጥር ይደውሉ 1-800-565-9140 (መስማት ለተሳናቸው: 1-800-848-0299).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-565-9140 (TTY: 1-800-848-0299).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-565-9140 (TTY:1-800-848-0299)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-565-9140 (TTY:1-800-848-0299) まで、お電話にてご連絡ください。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-565-9140 (TTY:1-800-848-0299).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-565-9140 (TTY:1-800-848-0299) पर कॉल करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-565-9140 (телетайп: 1-800-848-0299).

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با تماس بکیرید 1-800-565-9140 (TTY:1-800-848-0299)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-565-9140 (TTY: 1-800-848-0299).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-565-9140 (TTY: 1-800-848-0299).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-565-9140 (TTY: 1-800-848-0299).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-565-9140 (TTY: 1-800-848-0299).

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éi ná hóló, kojí' hódííłnih 1-800-565-9140 (TTY: 1-800-848-0299).

The PhysicianNow program operates subject to state regulation and may not be available in certain states. PhysicianNow phone consultations are available 24/7 while video consultations are available during the hours of 7 a.m. to 9 p.m. seven days a week or by scheduled availability.

MDLive is an independent internet based service that allows consumers to select and interact with independent physicians and other health care providers. For complete terms of use, visit: [welcome.mdlive.com/terms-of-use](http://welcome.mdlive.com/terms-of-use).

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\* Please note: Some state laws require that a doctor can only prescribe medication in certain situations and subject to certain limitations.

\*\* PhysicianNow services are subject to telehealth state regulations.