



DEPARTMENT OF FINANCE
CITY OF CHICAGO

March 17, 2017

Dear PPO OPT Member:

As a member of the LMCC, we are excited to offer you and your covered dependents a pilot program for video based and/or telephonic doctor visits as part of your medical benefit with the Blue Cross and Blue Shield of Illinois (BCBSIL) OPT PPO program.

Starting in 2017 these visits, powered by MDLIVE, provide you with 24 hours a day, seven days a week access to MDLIVE independently contracted doctors for non-emergency medical needs. Whether you're at home or on the go, virtual visits can be available by mobile app, online video or phone*.

Different requirements apply to virtual visits in each state. These requirements determine whether you can meet with a doctor by phone or video. A virtual visit may be an alternative to the emergency room or urgent care center for common medical conditions. For the \$20 co-pay, it's convenient and can often cost less, too.

Finding a virtual visits doctor is easy:

1. Log into Blue Access for MembersSM (BAMSM) at www.bcbsil.com/cityofchicago
2. Visit the "My Coverage" tab and select the Virtual Visits link.
3. Sign up on MDLIVE's website.
4. You will need to have a credit card for the \$20 co-pay. The co-pay is charged if you speak with the physician, even if the physician is unable to complete the visit because it is beyond the scope of telemedicine.
5. You can meet with the next available licensed professional or make an appointment**.

For more information, visit BCBSIL's website:

<http://www.bcbsil.com/find-a-doctor-or-hospital/virtual-doctor-visit> or call Blue Cross Blue Shield of Illinois at 1-800-772-6895.

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Chicago Benefits Office

See reverse side for additional information

*Internet/Wi-Fi connection is needed for computer access. Data charges may apply when using a tablet or smartphone. Check your phone carrier's plan for details. Non-emergency medical service is limited to interactive-audio (phone only) consultations, along with the ability to prescribe in Texas. Non-emergency medical service in Idaho, Montana, New Mexico and Oklahoma is limited to interactive audio/video (video only), along with the ability to prescribe. Virtual Visits currently are not available in Arkansas. Service availability depends on location at the time of consultation.

**Note: Behavioral Health visits are not available.

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