



Healthcare from anywhere

Try telehealth and pay less for a virtual visit

You can access a doctor — 24 hours a day, seven days a week — from your home, office or anywhere you have internet access. MDLIVE is standing by with board-certified doctors and pediatricians who average 15 years of experience.

First-time users will need to create an MDLIVE account online to get started. Here's how it works for BlueAdvantage members.



Register for telehealth

From your computer

1. Visit mdlive.com/blueadv and select "Activate now"
2. Activate your account and select "Continue"
3. Enter your member registration and profile information
4. Once your registration is complete, select "Access Your Account" to update your MDLIVE dashboard
5. Now you're registered — use MDLIVE when you need to speak to a doctor

From your phone

1. Search App Store or Google Play for MDLIVE and download
2. Select "Create a Free Account" at the bottom of the screen
3. Enter BlueAdvantage under company name
4. Enter your member registration and profile information
5. Once your registration is complete, select "Access Your Account" to update your MDLIVE dashboard
6. Now you're registered — use MDLIVE when you need to speak to a doctor

Register for telehealth at mdlive.com/blueadv
1-888-995-1049

When it's time to visit a doctor, simply sign in to your MDLIVE account and choose the doctor or licensed therapist from the virtual provider network. Your first visit with a doctor must be video conferenced; after that, you will be able to call without video too. See a board-certified doctor when you're at the office, home or on the go.



*MDLIVE physicians may not treat any children with urinary symptoms. Parents/guardian will be required to complete a different medical history disclosure form for children under the age of 36-months prior to making an appointment with an MDLIVE physician. Children under 36 months who present with fever must be referred to their pediatrician (medical home), child-friendly urgent care center or emergency department for clinical evaluation and care. MDLIVE does not provide any healthcare services and is not an insurance product or a prescription fulfillment warehouse. MDLIVE does not replace the primary care physician. MDLIVE operates subject to state regulation and may not be available in certain states. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Contents in this material are not a substitute for professional healthcare advice, diagnosis or treatment. MDLIVE healthcare professionals reserve the right to deny care for potential misuse of services. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use visit www.mdlive.com/pages/terms.html

MDLIVE is an independent company providing telehealth services on behalf of BlueAdvantage Administrators of Arkansas.

Our company complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-662-2276. CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-662-2276.

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