



blueprint

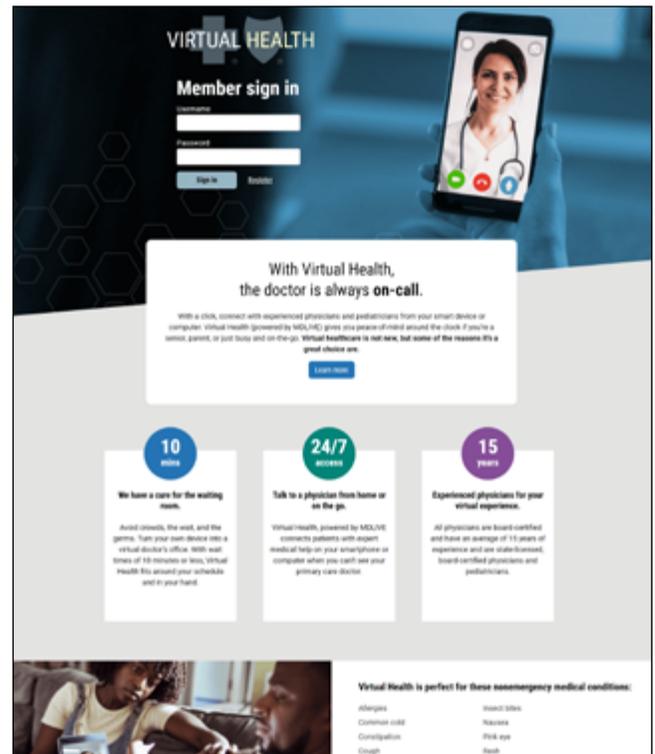
Virtual Health

Set up access to online medical help

You need healthcare 24/7 — not just when it's convenient. Virtual health (powered by MDLIVE) gives you access to medical help for nonemergency conditions on your smartphone or computer.

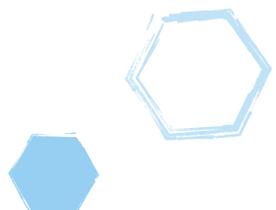
Get started!

1. Go to MyVirtualHealth.com
2. Go to **Member sign in**
 - Sign in or register for your Blueprint Portal account.
3. **Activate your virtual health account**
 - In Blueprint Portal, select **Virtual Health** from the tHealth & Wellness tab, select **Visit MDLIVE** and follow the prompts to activate your account.
(Note: You'll skip this step in the future and be sent directly to MDLIVE.)
 - Establish your account profile and those of your dependents if applicable. You will need member ID numbers to complete this step.
4. **Choose a doctor**
 - Choose from a large network of state-licensed, board-certified doctors (including pediatricians).



BlueAdvantage Administrators of Arkansas

An Independent Licensee of the Blue Cross and Blue Shield Association



5. Start your virtual health visit

You may be required to have your first call be a video call (like FaceTime or Skype).

- Choose to see the next available physician (usually within 10 minutes) or schedule an appointment at a specific time, with a specific physician.
- You will need to provide some details about your past history and medical problem(s):

Reason(s) for visit

Medicines you currently take

Payment information



What can be treated

- Allergies
- Common cold
- Constipation
- Cough
- Diarrhea
- Ear problems
- Fever
- Flu
- Headache
- Insect bites
- Nausea
- Pink eye
- Rash
- Respiratory problems
- Sore throat
- Urinary problems
- Vomiting
- More

We recommend setting up your account now. That way, when you need to speak with a doctor you can just sign in and get the help you need. The details of your call are confidential and secure. For emergencies (like broken bones, excessive bleeding, dangerously high fever, symptoms of heart attack or stroke, etc.) get to the nearest emergency room. But for many common conditions, Virtual Health is your healthcare solution. Anytime, anywhere.

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MDLIVE is a separate company that provides telehealth services for members of BlueAdvantage Administrators of Arkansas.

Virtual Health currently is available to all fully insured health plans but not available to all health plans. Members with an active medical plan whose coverage includes Virtual Health should be able to successfully register via the link within Blueprint Portal. Your benefit summary will indicate if Virtual Health is available to you. Notably, it is not available to members who have limited duration plans, Medicare Prescription Drug and Medicare Supplement plans, plans covering employees of FEP, Arkansas State and Public Schools or Baptist Health.