

PhysicianNow<sup>SM</sup> | Powered by  
MDLIVE<sup>SM</sup>

## 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 most 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

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.

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** – Services are temporarily suspended.
- **Idaho** – Services are limited to video.
- **California** – Prescriptions are limited to a 72-hour supply for encounters that take place via telephone. Encounters that occur via secure online video are NOT subject to any limitations.
- **Texas** – Services are limited to phone only. Services are not available outside the United States or when there is not cell phone or internet signal available.

## 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. 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. These results are analyzed and then used 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.

## 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?

There are three ways to sign up for PhysicianNow and activate your account. You can register through BlueAccess, over the phone or with the PhysicianNow mobile app. 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** and log in to BlueAccess<sup>SM</sup>
- Click on the My Health & Wellness tab
- Select the PhysicianNow tile.
- Be sure to have your BlueCross Member ID card handy.



### Sign up by phone

- Call 1-888-283-6691.
- Callers will need their BlueCross Member ID card.



### Sign up with the PhysicianNow mobile app

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

You will be asked to complete a short medical history for you and your dependents (spouses and dependents over age 18 will need to set up their own accounts). This way, your PhysicianNow doctor will be aware of any conditions you may have or past medical issues prior to your consultation.

If you're ready for a new approach to health care, we invite you to engage with **BlueHealth Solutions**.

BlueHealth Solutions is designed to empower you as a health care consumer through innovative online tools and other educational resources designed to help you maximize your health care dollars and improve your quality of life.

To learn more about how wellness initiatives can enrich your life, log on to the Wellness Portal through **BlueAccess**.



1 Cameron Hill Circle | Chattanooga, TN 37402 | [bcbst.com](http://bcbst.com)

BlueCross does not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation, or health status in the administration of the plan, including enrollment and benefit determinations.

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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.

\* 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.

For TDD/TTY help call 1-800-848-0299.

Spanish: Para obtener ayuda en español, llame al 1-800-565-9140

Tagalog: Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-565-9140

Chinese: 如果需要中文的帮助, 请拨打这个号码 1-800-565-9140

Navajo: Dine'kehgo shika at'ohwol ninisingo, kwijijigo holne' 1-800-565-9140

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\*\*\* Children 36 months and under with a fever will be automatically referred to their regular primary care pediatrician.